

NLC Residential Group

NLC RESIDENTIAL GROUP — REAL PEOPLE. REAL SERVICE. REAL RESULTS.

WELCOME TO PROPERTY MANAGEMENT

We Handle the Property. You Collect the Returns.

Your rental property is an investment. We manage it like one—transparent fees, local service, and dedicated support from day one.

10%

MANAGEMENT FEE

\$125

MINIMUM MONTHLY

50%

LEASING FEE



Nehemias

NLC Residential Group

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Welcome to NLC Residential

This is an informational sample — not a contract or anything you need to sign right now. It shows what NLC Residential Group offers, how we work, and what it costs. No obligation. If it looks interesting, let's talk.

Below you'll find an overview of our services and fees:

- ✓ Our one-pager — a quick overview of what we do
- ✓ Complete fee schedule and payment terms
- ✓ The NLC Residential Management Agreement (full legal text)
- ✓ Property intake form — we'll use this to understand your property
- ✓ Owner welcome guide — what to expect each month

Next Steps

1. Review the management agreement and property intake form
2. Let us know if you have questions — we're happy to walk through anything
3. Sign and return the agreement to move forward
4. We'll take it from there — you can step back

Who we are and who we work with

NLC Realty, NLC Residential Group LLC, NLC Notary Services and NLC Media Group are owned entirely by Nehemias Lugo-Cheverez and Armando Cheverez. NLC Realty provides its real estate brokerage services through Ipt Realty, LLC. You are never required to use any of them, and we tell you before we refer you to one. Nehemias is also a licensed mortgage loan officer (NMLS 2619143) with Responsive Mortgage and is paid by Responsive only for loans he originates there himself; we own no part of Responsive Mortgage and receive no payment from it. We regularly use Hutton Law for residential real estate matters, with no ownership in the firm and no payment for referrals. NLC Notary Services charges no more than North Carolina law allows (G.S. 10B-31): up to \$10 per notarized signature in person, \$15 electronic and \$25 remote, plus mileage only if you agree to it in writing beforehand. We do not accept payment for referring you to any lender, attorney, inspector, notary or other service provider. Full disclosure: nlcresidential.com/affiliated-business

Questions?

(910) 703-7164 · nehemias@nlcresidential.com · We typically respond same day.

What We Do. What It Costs.

Our Service Model

We handle the entire rental operation so you don't have to. That includes tenant screening, rent collection, maintenance coordination, inspections, accounting, and tenant communication. You own the property. We own the work.

SERVICES INCLUDED

Tenant Screening

Rental application processing, credit and background checks via TransUnion SmartMove. Applicants pay a screening fee that covers the report cost; NLC Residential retains the balance as compensation for processing. No cost to you.

Maintenance & Repairs

We vet contractors, schedule work, oversee quality, handle tenant communication. Invoices come to us; we coordinate everything.

Inspections

Move-in documentation. Periodic inspections. Move-out inspections with itemized photos and findings.

Rent Collection

Automated rent collection, late-payment follow-up, crediting to your account, tenant ledgers. Rent that arrives, we collect. Rent that doesn't, no fee.

Monthly Accounting

Transparent owner statements every month. Rent collected, expenses paid, ledger reconciled. Down to the dollar. No surprises.

Legal Compliance

NC landlord-tenant law, local code, security deposit handling, statutory disclosures, and tenant rights. We know the rules so you don't have to.

FEE SCHEDULE

Management Fee

10% / \$125

10% of rent collected | \$125/month minimum

Only on rent actually collected. If rent is not paid, neither are we. At rents below \$1,250/month, the fee floor is \$125.

Leasing / Tenant Placement

50%

One-time fee when we place a new tenant (charged to you, NLC Residential keeps it)

50% of the first month's rent only. Example: If the lease starts at \$1,200/month, the leasing fee is \$600 (due once). This is deliberately cheap — we use it to acquire owners, not profit from placement. Market standard is 50–100%; we're at the low end. If an outside cooperating broker brings the tenant, we pay that broker 10% of the first month's rent out of this same fee — never an extra charge to you.

Annual Renewal Fee

\$150

When we renew an existing tenant's lease (charged to you, NLC Residential keeps it)

\$150 per renewal. We handle the lease negotiation, paperwork, and execution. Due once per year when the lease renews.

Capital Work Coordination

10%

Repairs or improvements over \$2,500 (charged to you, NLC Residential keeps it)

10% of the project cost only on repairs/improvements exceeding \$2,500. Example: If a roof repair is \$5,000, the coordination fee is \$500 (10%). Routine maintenance calls and repairs under \$2,500 are included in your monthly management fee.

What We Do. What It Costs. (continued)

Application / Screening Fee

\$75

Paid by the applicant, not you (covers the credit/background report; NLC Residential retains the balance)

\$75 per adult applicant. Covers TransUnion SmartMove credit, criminal, and eviction screening. Never billed to you — it's part of how we keep your management fee low.

Pet Fees

\$300 + \$50/mo

Charged to the tenant when a pet is approved, not you (NLC Residential keeps it)

\$300 one-time nonrefundable pet fee, plus \$50/month pet rent, per pet. Disclosed to the tenant in writing before the lease is signed. Retained by NLC Residential as compensation for pet-related risk and oversight — never deducted from your rent.

Late Fees

Per lease

Charged to the tenant when rent is 5+ days late, per the lease and N.C.G.S. §42-46 (NLC Residential keeps it)

The greater of \$15 or 5% of the monthly rent, charged once per late payment as North Carolina law allows. Collected from the tenant, retained by NLC Residential as compensation for collection follow-up.

Technology / Portal Fee

\$10/mo

Charged to the tenant, not you (NLC Residential keeps it)

\$10 per month, per tenant. Covers the owner and tenant portal, online rent payment, and maintenance request system. Retained by NLC Residential — never deducted from your rent.

The Vendor Difference

When we coordinate maintenance, the invoice goes to us, then to you. Every penny we pay a contractor, you pay us. **No markup. No hidden fees.** Market standard is 10–25%; we bill at cost because we're building a business, not skimming the margins.

What Does This Actually Cost?

Scenario: Single Rental Property, \$1,500/month rent

MANAGEMENT FEE (10%)	\$150
TENANT SCREENING	\$0 (paid by applicant)
MAINTENANCE COORDINATION (INCLUDED)	Included
YOUR MONTHLY COST	\$150

Assumes rent is collected and current. If rent falls below \$1,250/month, the minimum fee of \$125 applies. Maintenance and capital improvements are separate.

Scenario: Lower-Rent Property, \$800/month rent

10% WOULD BE	\$80
BUT MINIMUM FEE APPLIES	\$125
YOUR MONTHLY COST	\$125

The minimum protects us against below-market rentals while keeping our service affordable.

WHY NLC RESIDENTIAL

Local Ownership

We're based in Fayetteville. You reach the same person. No call centers, no account numbers. Direct communication.

No Markups

Vendor invoices come to us at cost. We bill you at cost. That's the difference between a property manager and a property owner's partner.

Transparent Accounting

Monthly statement, down to the dollar. Every rent deposit, every expense, every tenant transaction. No surprises.

Competitive Rates

10% management is competitive; 50% leasing is an acquisition tool. We're building the business, not maximizing per-door fees.

Legal Protection

NC landlord-tenant law, statutory disclosures, deposit handling, inspection documentation. We handle the compliance; you handle the ownership.

E&O Coverage

Errors & Omissions and fidelity bond protection. Your property and your money are covered.

What Happens Next

Step 1: Review the Agreement

Read through the Management Agreement at your own pace. It lays out all the services, fees, responsibilities, and NC statutory requirements. If you have questions or want attorney review, that's completely fine — tell us before you sign.

Step 2: Complete the Property Intake Form

This tells us everything about your property: the current lease, tenant status, maintenance history, any outstanding issues, and your preferences on communications. The more detail here, the smoother our handoff.

Step 3: Sign and Return

Email or mail us the signed agreement and completed intake form. Once we receive both, we'll confirm receipt and set up your DoorLoop property account (the platform where you'll see tenant ledgers, maintenance work orders, and monthly statements online).

Step 4: We Take Over

We'll reach out to your tenant(s) to introduce ourselves, collect information, and schedule a move-in inspection if needed. You step back; we handle everything else. You'll see a monthly statement, nothing more — unless there's an issue that needs your input.

Questions Before You Sign?

This is exactly what the discovery call is for. **Call us.** We can walk you through any part of the agreement, discuss your specific property, or answer concerns in real time. No email chain — just a conversation.

Ready? Let's Go

Call (910) 703-7164 or email nehemias@nlcresidential.com with any questions. We typically respond same day.

Real People. Real Service. Real Results.

We're a local property management company built for owners who want to invest passively and sleep soundly. No surprises. Just clarity.