

What are My Responsibilities as a Tenant?

FRANKLIN PREFERRED RENTALS

Frequently Asked Questions

Property Management----How does it work for you?

Tenants whose Landlord has chosen a Property Manager may have many questions and concerns about how their tenancy works, how Property Management benefits them, what the property management company is responsible for, and what they have responsibility for as Tenants. Here are answers to some frequently asked questions regarding our services:

WHAT SERVICE DOES THE PROPERTY MANAGEMENT FIRM PROVIDE?

FRANKLIN PREFERRED RENTALS prepares the written Rental Agreement which is continually updated to be comprehensive and in compliance with all landlord-tenant statutes for your protection. We do move-in and move-out inspections, help maintain property condition, collect rent, pay the appropriate property bills and disburse rental funds to the owner each month. We arrange and oversee maintenance as needed but only after approval of owner (except in emergency situations when the owner cannot first be reached and time is of the essence.) It is our responsibility to enforce and oversee provisions of the rental agreement.

WHAT ARE MOVE- IN AND MOVE-OUT INSPECTIONS?

Upon moving into your rental property, we will provide a check list which is to be completed by you within 3 days. This detailed list helps protect you should you find evidence of any problems such as stains, scratches, or any maintenance issues we may have missed. This protects you so that upon vacating the premises, you will not be held responsible for these issues; and alerts us to any problems that need our attention.

WHAT OTHER INSPECTIONS SHOULD I EXPECT?

FRANKLIN PREFERRED RENTALS does regular drive-by inspections of the property, and also schedules interior inspections/walk-throughs. The purpose of these walk-throughs is to observe and remedy any maintenance issues before they escalate into severe problems; both for your comfort/security/convenience, and for the owner's peace of mind regarding the integrity of his home. We will make appointments and will not arrive unannounced unless there has been a report of a serious problem at the home that requires immediate attention. Drive-bys are intended to assure the owner that the exterior and yard are being maintained in accordance with Rental Agreement. Unless we observe problems, you will not be informed of drive-bys.

HOW ARE MAINTENANCE ISSUES HANDLED?

FRANKLIN PREFERRED RENTALS has good working relationships with licensed contractors that help to maintain all the properties and perform repairs at a reasonable rate. They can perform tasks in carpentry, appliance repair, and regular household maintenance as required. We also work with reliable licensed electricians and plumbers. We ask that you always notify us immediately upon recognition of a repair need and then we will work together with you and the owner to repair/remedy the problem.

WHAT IF I WANT TO DO MY OWN MAINTENANCE?

We expect you to inform us of any maintenance, changes or improvements to the home that you have in mind. We will make a decision based on the owner's preference.

WHEN AND WHERE DO I MAKE MY MONTHLY RENTAL PAYMENTS?

Rents are due the first day of the rental period in accordance with the Rental Agreement. Although rent is considered late after that day, law allows a 5 day grace period before a late fee is due. If your payment is 5 days late, expect to add the late fee as described and in the amount shown in your Rental Agreement. In the case of a returned check, you must immediately re-submit payment together with returned check fee per Rental Agreement. If you have not made payment or arrangements to do so within 5 days of the due date, the eviction process will be initiated. For your convenience, payments can be delivered in person to Sally Mass at Preferred Rentals, located in the office of Preferred Properties at 91 Georgia Road, Franklin, NC. Checks should be made payable to Preferred Rentals.

WHAT OTHER BENEFITS DO I RECEIVE?

We act as your full time agent to help solve any problems with your rental home. Please do not hesitate to call with any concerns. We deal with our tenants directly to interpret rental agreement concerns and questions, with your comfort in mind. We are actually employed and paid by your Landlord/Owner and strive to keep lines of communication among all of us open. We sincerely want you, the Tenant to have the best rental experience possible and to be very happy in your home. Our service is intended to be quick and convenient.

WHAT HAPPENS TO OUR CONTRACT IF THE PROPERTY SELLS?

Some of our properties for rent are also on the market for sale. This is only the case if you have already been informed that the property is listed for sale. In case the property sells during your tenancy, we will need to refer to terms of the Rental Agreement. Generally you are given 60-90 days notice and we will help you find a new rental property. In case you are ready to consider a purchase, both Susan Birdsall and Sally Mass are Realtor/Brokers and can help you in the purchase of any home listed for sale in Macon County.

HOW MUCH DOES ALL THIS COST ME?

Our fee is is paid by the Owner and there is no cost to the Tenant for this service.

WHY SHOULD I CHOOSE FRANKLIN PREFERRED RENTALS PROPERTY MANAGEMENT?

Sally Mass and Susan Birdsall are both licensed North Carolina Realtors/Brokers. We have been in business for over 15 years. We stay constantly updated on all Federal, State and local housing laws, so you can rest assured that you will always be in compliance with any landlord-tenant requirements. Most importantly, we are committed to our goal: We will always endeavor to provide you with the very best service possible.

Outstanding Service...Caring Management
Franklin Preferred Rentals

CAN YOU HELP ME PURCHASE A HOME IF I WANT TO BUY?

Yes we can. We have both the knowledge and experience in both residential and commercial real estate sales. Sometimes the home you are currently renting might be available for purchase; often with special financing provisions such as owner financing or a Lease Option.

ADDITIONAL POLICIES:

Propane Tanks are to be filled by owner/landlord prior to occupancy. Prior to vacating, you the Tenant will fill the tank. If this is not done, payment will be deducted from your security deposit. All propane refills during tenancy are paid for by tenant.

As part of our Service to you the Tenant, your residence will be thoroughly, professionally cleaned prior to your taking possession.

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www.FranklinPreferredRentals.com