



P.O. Box 57  
Lillington, NC 27546  
(910) 814-1012

## WELCOME!

Happy Move-in Day! Congratulations- we are so excited to have you. This packet contains helpful information to make your move-in successful and have you settled in quickly.

Attached you will find the following:

1. **Move-in inspection form**: Please return this form (via email or drop off at the office) within 7 days of your move-in. If you do not return this form, we are unaware of any damages/repairs that you may find upon move-in and could be held responsible for at the time of move-out.
2. **Utility Sheet**: Utilities are a Resident's responsibility and must be turned over to your name upon move-in. This sheet will provide you with the utility providers for your residence. Please ensure utility connections are in place within 24 hours of move in.
3. **FAQ Sheet**: This sheet contains useful information on paying rent, maintenance requests, move-out, etc. Please read this sheet carefully.

### **Office Details:**

Milton Realty Group

Business Hours: M-F 8:30-5:00

Mailing Address: P.O. Box 57, Lillington, NC 27546

Physical Address: 107 W. Front St., Lillington, NC 27546

Phone: 910-814-1012

Website: [www.annmilton.com](http://www.annmilton.com)

Emails: Drake: [drake@annmilton.com](mailto:drake@annmilton.com)

Emily: [emily@annmilton.com](mailto:emily@annmilton.com)

Bailey: [bailey@annmilton.com](mailto:bailey@annmilton.com)

Melinda: [melinda@annmilton.com](mailto:melinda@annmilton.com)

Please do not hesitate to call us with any questions or concerns that you may have. We hope that you enjoy your new residence.

-Milton Realty Group

## Frequently Asked Questions

### How do I pay rent?

Rent is due on the 1st of each month, and is considered late on the 6th. If you do not intend to pay through the Tenant online-portal, you can mail or drop your payment at the office. Please do not leave cash in our outside drop box. Cash payments can only be accepted during business hours when received by our staff. If you leave a check in the drop-box, make sure it is in an envelope with your name on it.

### Do I need Renter's Insurance?

Yes, Renter's Insurance is required and can be purchased through the Tenant Portal or through a local representative. Justin Ray ([justin.ray@ncfnins.com](mailto:justin.ray@ncfnins.com)) with Farm Bureau is our recommendation - 910-893-8311 <https://www.ncfbins.com/justin.ray>

### How do I submit a Maintenance Request?

Maintenance requests should be submitted through your Tenant Portal- this is the best and fastest way, as it is in writing and immediately goes into our system. Otherwise, please email one of our property managers with your request. If a phone call is your only option, it must be followed up with written notice. If a maintenance issue occurs after normal business hours, please leave a message or email us with your issue.

### What if I have a Maintenance Emergency ?

An Emergency Maintenance Repair is Considered:

- Serious water leak- flooding
- Blocked or broken toilet
- Major roof leak
- Gas leak
- Dangerous electrical fault
- Severe storm damage
- Failure of essential service (hot water, cooking or heating appliance)
- Gas, electricity or water supply breakdown to property
- Damage that makes premises unsafe/unsecure
- Damage that could cause injury or permits safe access into premises

In the event of one of the above Emergency Repairs, please call the office immediately. If after hours or weekends- call the main number and listen for the Emergency Line instructions.

Troubleshooting tips for common Maintenance Issues:

Hot Water:

- Is the power switched on?
- Has the power box tripped the safety switch or blown a fuse?
- Have you topped up the water level with the filter valve?

Lights:

- Has the power box tripped the safety switch or blown a fuse?

Power:

- Has the power box tripped the safety switch or blown a fuse?
- If the safety switch has been tripped, reset and if it trips again, you will need to unplug all appliances from the power points. R-set the switch and re-plug each of the items in one at a time to identify the problem.

Air Conditioner:

- Has the power box tripped the safety switch or blown a fuse?
- Clean filter

Blocked Drain:

- Have you cleared the drain from any hair and soap built-up?
- Have you tried using a plunger?
- Have you tried clearing the drains with cleaning agents for drains?

Keys:

- In the event you lock yourself out or lose your keys, you can contact the office during normal business hours to get an extra key made.
- After Hours - Tenant will need to contact a locksmith at their own expense. If any locks are changed, Tenant is responsible for supplying (2) copies to the Property Manager.

## **What happens at the end of my lease?**

It is a Tenant's responsibility to give notice at least 30 days prior to lease end date if moving out. As a courtesy, you will be emailed regarding your plans to either renew or terminate your lease.

- If you choose to renew your lease, a lease renewal will be sent.
- If you choose to not to renew your lease, you must provide us with a minimum of 30 days notice prior to lease end date.
- If you do not respond, your lease will transfer to a month-to-month lease with a \$50/month rental increase.