

# Baldwin

## Property Management

## Rules & Regulations



**\*\* All of our homes and apartments should have working smoke detectors. Please see smoke detectors under "General Policies". \*\***



Welcome to your new home. We hope that you will enjoy renting from **Baldwin Property Management**. We ask your cooperation in providing you with a nice home and environment to live in. These rules and regulations are deemed to be part of the lease giving the Landlord all rights and remedies provided in the lease. We reserve the right to rescind or amend any of these rules as seem necessary to provide for the safety, care, proper maintenance and cleanliness of the premises, and the comfort and conveyance of all residents.

### **Office Hours:**

**1500 S. Hawthorne Road - Monday-Friday 8:30 a.m. to 5:30 p.m.**

### Leases

**Your lease is a contract binding both parties to the terms and conditions listed in the lease. Please read your lease carefully before you move in and be sure to ask the Landlord and/or Agent about any questions you may have.**

### Unit Availability

**Should this property be currently occupied, Landlord and/or Agent shall not be liable to the new tenant for any non-performance of the lease should the current tenant not vacate the premises on the previously agreed upon date.**

## Baldwin Property Management Rules & Regulations



Unless otherwise agreed upon, The Tenant Shall:

1. Use the premises for residential purposes only and in a manner so as not to disturb other tenants or neighbors.
2. Not use the premises for any unlawful or immoral purposes or occupy them in such a way as to constitute a nuisance. ANY ILLEGAL INVOLVEMENT WITH DRUGS WILL SPECIFICALLY NOT BE TOLERATED AND SHALL BE CONSIDERED GROUNDS FOR EVICTION.
3. Keep the premises, including but not limited to, all plumbing, fixtures, and appliances, in a clean and safe condition.
4. Cause no unsafe or unsanitary condition in the common areas and remainder of the premises.
5. Dispose of all ashes, rubbish, garbage, and other waste in a clean and safe manner and comply with all applicable ordinances concerning garbage collection.
6. Not deliberately or negligently destroy, deface, damage or remove any part of the premises or permit any other person to do so. The tenant shall be responsible for all such damages.
7. Permit the Landlord and/or Agent to enter the premises during reasonable hours to inspect the premises or to make repairs.
8. Conduct himself and require all other persons on the premises with his or her consent to conduct themselves in a reasonable manner and not to disturb any other neighbor's or other tenant's peaceful enjoyment of the premises. Noise should not carry outside of your house or apartment.
9. Not abandoned or vacate the premises except by the terms of the contract. Proper notice that you will be moving must be given to Baldwin Property Management, IN WRITING, 30 days in advance.
10. Notify Baldwin Property Management of needed repairs IN WRITING. Please include your address, when someone is normally home or where we can reach you. Please also describe the needed repair in as much detail as possible.
11. Not paint or decorate the premises or make any alterations, additions, or improvements in or to the premises without the written consent of Baldwin Property Management.
12. Not allow or permit the premises to be occupied or used as a residence by any person not named in Paragraph 9 of your Rental Agreement.



## Payment of Rent

Please understand your specific obligation in regards to the payment of rent as outlined in your Rental Agreement. These obligations include, but are not limited to, the following.

1. All rents may be paid at 1500 S. HAWTHORNE ROAD between the hours of 8:30 a.m. and 5:30 p.m. Monday through Friday. You may also mail your payments to the address listed above. There is a DROP BOX at our office for your convenience. WE DO NOT ACCEPT CASH.



2. Your rent is due on the First Day of each month.

3. If your rent is not received in our office by 5:00 p.m. on the 7th day of the month we will mail you a Late Notice on the 8th day. **This is a legal notification.**

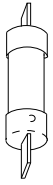


4. If we have not received your rent by the 7th day of the month you will be charged a **Late Payment Fee** of 5% of rental amount or \$15.00, whichever is greater.

5. If you have not paid your rent or made specific arrangements to pay your rent (agreed upon in writing) then we will file papers for Summary Ejectment proceedings with the Forsyth County Clerk of Court. Once Court papers have been filed we will only accept payment of all rents, late charges, court cost, and other monies due **in full**. **No partial payment will be accepted at this point.** All payments at this point must be made by **certified check or money order** and we reserve the right not to accept payment and to proceed with Summary Ejectment in Accordance with the Rental Agreement and the Laws of North Carolina. Should it become necessary to initiate legal proceedings against a tenant for nonpayment of rent, the tenant shall be considered in breach of contract, and the Landlord and/or Agent may at its option terminate the Rental Agreement.

6. There is a \$25.00 service charge (processing fee) on all returned checks. Whatever the bank charges Baldwin Property Management, plus a \$5.00 per witness fee can be made part of any court costs on all returned checks. Rent is not considered to have been paid should the check be returned. An applicable late fee could be charged in addition to the return check fee.

## General Policies



**FUSES AND CIRCUIT BREAKERS** - The electrical power of your residence is controlled by either fuses or circuit breakers. The electrical box is usually located in or near the kitchen or basement. Electric power for your residence is divided into numerous circuits, each controlled by a separate switch or fuse in the electrical cabinet. If any circuit becomes overloaded through the use of too many electrical devices on the circuit, the circuit breaker switch or fuse controlling that circuit will cut the power off to that circuit. If this happens and you have a fuse box, the fuse will have to be replaced. There should be 15 amp (blue) fuses in all fuse holders other than the kitchen which should have a 20 amp (red) fuse, Please make sure that there are proper sized fuses when you move in. If not, please notify our office. After you have moved in you are responsible for keeping proper sized fuses. Fuses are inexpensive and are available in most hardware or variety stores. Never use 30 amp fuses. **If our office is called for an electrical problem in your home and the problem is only a blown fuse or a tripped circuit breaker - you will be charged for a service call.** If you have a circuit breaker and the power goes off, the switch controlling that circuit will have automatically flipped to half way between the "on" and "off" position usually showing a red color on the switch position. **Instead of replacing a fuse, all you have to do is move the circuit breaker switch to the "off" position, then back to "on".** If the switch returns to half way showing "red", that means the circuit is still overloaded.



**WINTER** - During the winter please help us to keep your home more safe and comfortable and to prevent pipes from freezing: Have your heat turned on **before** cold weather arrives. If you have **OIL HEAT- YOU MUST KEEP YOUR OIL TANK ON A KEEP-FILLED BASIS** with an oil company. You will be charged for service calls if you fail to do so. **NEVER USE YOUR STOVE TO HEAT YOUR HOUSE!** Keep as much heat as possible in areas where pipes may freeze. **LEAVE A LITTLE WATER RUNNING ON NIGHTS WHEN THE TEMPERATURE IS DROPPING LOW.** Make sure the crawl space door is closed tightly under the house. See SMOKE DETECTOR above: again, please be aware of any fire hazards in or around your home and notify our office if there is anything, which requires our attention.



**SMOKE DETECTORS-ALL OF OUR HOMES AND APARTMENTS SHOULD HAVE WORKING SMOKE DETECTORS.** Please make sure the property in which you are moving has a working smoke detector on each level of the house, condominium, and/or apartment. If you do not have a smoke detector in your home please contact our office immediately. We will have a smoke detector installed. Please do not move in until a detector has been installed. You are responsible for regularly testing the smoke detectors and keeping good batteries in the detector if battery powered and keeping power on in your home. You are also responsible to immediately report to our office if the detector is not working properly. Please be aware of any fire hazards in your home and notify our office if there are items which require our attention.



**FIRE PRECAUTIONS - REPORT ANY FIRES TO THE FIRE DEPARTMENT (911) AND LANDLORD OR AGENT IMMEDIATELY.** The storage of kerosene, gasoline, and other flammable liquids is prohibited within the living area or porches. Avoid overloading electrical outlets and replace all worn and frayed electrical cords. Report any electrical problems to the Landlord or Agent Immediately. The storage of gasoline engines (motorbikes, lawn mowers, etc.) is prohibited within the living area or on porches/patios.

**\*\*\*Note- Storage of kerosene, gasoline and other flammable liquids is totally prohibited anywhere in or around a multi-family dwelling such as condominiums and apartments. Single-family dwellings, where maintenance is required, obviously requires storage of gasoline and/or other flammable liquids. Please make sure they are stored in approved containers in a safe location such as a metal locker. Under no circumstances should any type of flammable liquid be stored or set near a heat producing unit such as a furnace or hot water heater.**

## **FIRE SAFETY TIPS**



Keep large ashtrays for smokers.



Manufacturer's instructions should be followed very carefully for maintenance and use of heating equipment.



Never use gasoline in a kerosene heater.



Do not place heaters close to combustibles such as clothes, paper, furniture, etc.



Chimneys should be inspected and cleaned regularly by an expert.



When the fireplace is being used, a sturdy metal screen or heat-tempered glass doors should be placed over the opening.



**SMOTHER A GREASE FIRE WITH A LID. NEVER USE WATER ON A GREASE FIRE.**



**NEVER LEAVE FOOD ON THE STOVE WHILE YOU VISIT A NEIGHBOR OR TALK ON THE TELEPHONE.**



Store matches and lighters out of the reach of children.



**DO NOT OVERLOAD ELECTRICAL OUTLETS.**



Have electrical appliances repaired if not working properly.



Extension cords are for temporary use only. Replace frayed or broken cords.



**Make sure you have escape routes. YOU MUST HAVE TWO.**

1. Front or back door.
2. Bedroom window. (Make sure it works; you may need a special fire escape ladder if the window is high.)



**YARDS** - If you rent a single-family house you are responsible for all lawn care including mowing, raking, trimming shrubs, and cleaning out the gutters. If you rent a duplex you are responsible for these items on your half of the property. Written permission must be obtained from the property manager before trees are cut or a garden is planted.



**PLUMBING**- please use the plumbing in a proper and reasonable manner.

\* **DO NOT DISPOSE OF ANY FOREIGN ITEMS IN YOUR SINK, TUB, OR TOILET DRAINS.** This includes paper towels, tampons, grease, food scraps and all other foreign items.

\* **DO NOT POUR GREASE IN YOUR SINK OR OTHER DRAINS**

\***NOTICE -if you cause your drains to become stopped up we recommend that you make every effort to unstop them. You may want to attempt to unstop them by using hot water and vinegar or you may want to try a “plumber’s helper” (plunger).** If we have to send a plumber to unstop drains due to foreign items or grease being improperly disposed of **you will be charged for this service call.** The minimum charge for this is \$45.00.

\* **If you have a burst or badly leaking pipes-**  
**First-** cut the water off coming to the pipe. There is generally a cut-off under each sink and commode. **Second** - notify our office, 722-1834 or 786-2798. Next call the **City of Winston-Salem Utilities Business Office** at 650-7655.

\* **If you have high or low water pressure** - Please call 650-7650.

\* **If you have water quality problems** - Please call 727-8418

\* **If you have any questions concerning your water bill** - Please call 727-2355.



**OCCUPANCY** - If more people occupy or reside in a residence than the number stated in your rental application, you will be in breach of your lease. Failure to abide by this rule could cause immediate termination of your lease, therefore requiring you to vacate the property.

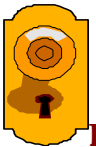


**UTILITIES** - Check with the Landlord and/or Agent to see what utilities are furnished, if any. It is the responsibility of each tenant to sign up for the utilities not furnished before occupying your residence.

**It is also the tenant's responsibility to be sure utilities are cut off and paid in full upon move-out.**



**KEYS AND LOCKS**- Keys are supplied by the Landlord and/or Agent. Residents are not permitted to alter any lock or install a new lock without permission from the Management Office. All keys must be turned in to the office upon vacating the residence. **Remember your residence is not considered vacant until all keys are turned in to the office.** Tenants will be charged invoice price to replace locks and/or lost keys due to failure to return keys and/or negligence of the tenant. **SEE ALSO "LOCK CHANGE NOTICE"**. We encourage you to have spare keys made to your home or apartment.



**LOCKED OUT**- Should you become locked out of your residence, you will be charged \$20.00 for the service of having someone let you in after normal business hours. During our normal business hours, should you become locked out, you may come by the office and obtain a key(s) by leaving a \$20.00 deposit. The deposit will be refunded when you return the key(s). **During non-office hours you may be asked to contact a locksmith directly.**



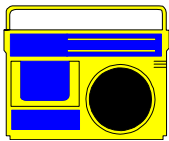
**AUTOMOBILES** - Park only in designated areas. Be sure not to block any areas reserved for trash pick-up. All vehicles must be able to be driven. No car repairing is permitted except in an emergency such as a flat tire or dead battery. All vehicles must be able to be driven. Vehicles with expired license plates, expired inspection stickers, flat tires, on jacks or blocks, or in a junk condition will be towed away at the owner's expense. Do not park vans, trucks, or automobiles on grass or lawn areas at any time, including when moving in or out.



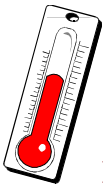
**CHILDREN** - Children should be closely supervised for their own safety and protection. Residents are responsible for the conduct of their children and any damage caused by their children.



**PETS**- No pets are allowed, except when permitted by your lease. A pet deposit and/or fee is required.



**NOISE AND DISTURBANCES** - Radios, stereos, televisions, etc., shall not be operated in a manner that disturbs other neighbors. Residents are responsible for the conduct of their guests. Loud talking, shouting, and/or any other loud noise which disturbs neighbors cannot be tolerated. **Please remember to do unto others as you would have them do unto you when it comes to getting along with your guests and neighbors.**



**HEATING AND COOLING SYSTEMS** - You are responsible for changing filters on a regular basis (every 1 to 3 months).



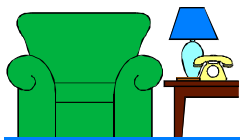
## DWELLING APPEARANCE

### Exterior:

Front and rear lawns should be kept clean of toys, furniture, bicycles, and other personal property. Entrances, hallways, sidewalks, and stairways should also be kept clear of any obstructions.

On Single Family Dwellings, grass should be mowed, leaves raked and shrubbery trimmed regularly. Please check with the city in which you reside for proper disposal of yard waste. A neat, clean, trim yard including proper disposal of yard waste is required when vacating the property.

No radio or television aerials or wires may be erected without consent of the Management Office. No fences may be erected without written consent of the Landlord and/or Agent. Porches, balconies, and patios must not be used to store brooms, mops, buckets, tires, or other unsightly personal property. No exterior painting without consent of Landlord. On single-family dwellings, gutters must be kept free of debris allowing for proper flow of the rain water. If gutters were not clean when you moved in, notify the Management Office. The gutters must be clean when you vacate.



### Interior:

Window coverings should be attractive. Sheets, blankets, newspaper, cardboard, and other such items are not acceptable. No painting or wallpapering of interior walls, ceilings, doors or floors without the consent of your Landlord. Mirror tiles, contact paper, wallpaper, or anything with adhesive backing is not permitted to be applied to walls, tubs (showers), shelves or floor surfaces. Removal of anything such as carpet, light fixtures, appliances, walls, shelves and doors without permission from the Landlord is prohibited.

**LANDLORD/AGENT ARE NOT RESPONSIBLE FOR ANY LOSS OF PERSONAL BELONGINGS OR PERSONAL HARM OF TENANTS AND/OR THEIR GUESTS DUE TO ANYTHING INCLUDING BUT NOT LIMITED TO ROOF LEAKS, PLUMBING/SEWER BACKUPS, BROKEN WATER PIPES, SUMP PUMP MALFUNCTION, FLOODED BASEMENT/CELLARS, FALLEN TREE LIMBS, LOSS OF ELECTRICAL SERVICE, FIRE AND/OR THEFT.**

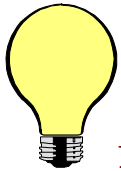
**WE HIGHLY RECOMMEND THAT EACH OF OUR TENANTS PURCHASE AN HO-4 (RENTER'S INSURANCE) POLICY.**



**TRASH AND GARBAGE**- If a dumpster is provided, please take all trash to the specified trash pick-up areas. If no dumpster is provided, it is the tenant's responsibility to furnish an approved can with lid. Place garbage in plastic bags and secure them to prevent odor and spillage. Grocery bags are not suitable for garbage. Please crush any empty boxes before placing in dumpster. Place all trash inside containers and not on top or beside them. **Do not place mattresses or furniture in dumpster or at the curb. The city will not pick up these items. Baldwin Property Management encourages recycling.**



**PEST CONTROL** - Be sure not to leave any food open or dirty dishes lying around. These will attract insects. Also be sure no garbage and waste is left in your dwelling. We do not furnish pest control in single-family dwellings unless pests are found within five (5) days of taking possession of the property. Pest control in multi-family dwellings is determined by ownership and/or management.



**LIGHT BULBS** - All light fixtures, with bulbs and tubes (unless specifically stated) should be working at time of occupancy. Thereafter, all light bulbs and florescent tube replacement will be the resident's responsibility. This also means all fixtures should have a working bulb and/or tube with the proper wattage when you vacate the premises.



**GLASS AND SCREENS** - Replacement of broken glass, broken and/or torn window screens, and screen doors will be the responsibility of the tenant. Vandalism of the property by the tenant and/or guests is a violation of the lease contract and the Landlord and/or Agent may at their option, terminate the Rental Agreement.



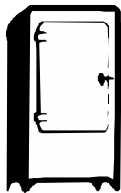
**CARPET CARE**- If carpet is provided, it is the tenant's responsibility for its care and maintenance. The carpet should be vacuumed frequently. All beverage and food spots should be cleaned immediately. The carpet must be satisfactorily cleaned when the residence is vacated. **No wall to wall carpeting requiring tack strip or double faced tape is to be installed without the permission of the Landlord or Agent.**



**KITCHEN CARE**- Cabinets and counter tops should be cleaned with mild soap and water, using a soft cloth or sponge. Avoid placing hot objects directly on counter tops. Do not use your counter tops as a cutting board. If your dwelling has a stainless steel sink, clean only with mild household cleaner. Do not use metal scouring pads (such as Brillo) or steel wool to clean stainless steel sinks. **Care must be taken in moving furniture or appliances in the kitchen so as not to drag or scrape across floors.**



**BATHROOM CARE** - Normal care and consideration will preserve your bathroom fixtures and guard against unwarranted stoppage. Sharp or heavy objects will damage sinks, tubs, and commodes. Your commode is not designed for disposal of materials such as paper towels, sanitary napkins, diapers, trash or left over foods, etc. Tenants are responsible for cost of repair for stopped up drains when caused by negligence of tenants. Do not use abrasive cleaners, steel wool, or bleach to clean the appliances, tubs, or sinks, as this can cause damage to the surface.



**APPLIANCES** - (where provided)- Please keep all appliances clean. To prevent costly damage and inconvenience to you, do not use knives or sharp objects to remove ice when defrosting. Tenant is responsible for repair of appliances owned by Landlord when damage is caused by negligence of tenant.



**OUTDOOR GRILLS** - Charcoal and gas grills are not to be placed within 10 feet of combustible materials like framing, wood siding, decking or roofs per City and State codes.

**THINGS TO REMEMBER WHEN COOKING OUTDOORS**

- 1) Never use gasoline to start a fire; use **ONLY** a labeled "fire starter"
- 2) Use fire starter before lighting the fire; **NEVER** once the fire is lit
- 3) Use electric, charcoal and gas (propane) grills outdoors; **NEVER** use them indoors because it can lead to excessive build-up of deadly carbon monoxide.
- 4) Follow the manufacturer's directions when using a charcoal or gas (propane) grill.
- 5) Make sure charcoal ashes are cold before disposal; dispose of ashes in a metal container.
- 6) Place gas (propane) tank in a well-ventilated area away from heat-producing equipment like furnaces, electrical appliances or pilot lights; periodically check cylinders for damage or rust.



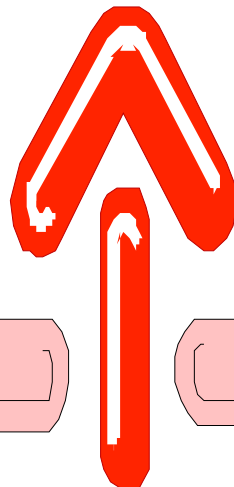
**EMERGENCIES** - Emergencies include items, which require our immediate attention for reasons of safety. This does not include stopped up plumbing or other matters which can wait until the next working day. Heating and air conditioning calls will only be considered emergencies in times of extreme temperatures. In case of real emergencies during non-office hours please call our emergency voicemail system and leave a message including your name and address, how you can be reached (phone number), if you will be home or what arrangement you have made for us to get in, and exactly what the emergency is. Our voicemail system will then contact the appropriate person from our company. Call 722-1834 or 768-2798.

# LOOK!



**Fair Housing - This is an Equal Housing opportunity. Baldwin Property Management does not discriminate on the basis of race, religion, national origin, color, sex, familiar status, or handicap.**

**THANK YOU FOR YOUR COOPERATION  
AND FOR RENTING FROM  
BALDWIN PROPERTY MANAGEMENT**



## Baldwin Property Management Move-In Check List



Check your smoke detector(s) notify our office immediately if there is not a working smoke detector in the residence. Please complete and return the “Smoke Detector Policy” enclosed in your move-in package. Please do not move in until there is a working smoke detector(s).



Complete the “Move-In Inspection Form” and return it to our office. Please include your new phone number.



See the enclosed “Lock Change Notice”

**Please ask our staff which utilities are included with this property.**



Have electrical service put into your name. You may call Duke Power at (336) 727-4300.



Have water put into your name. You may call The City Water Department at (336) 727-2355.



If you have natural gas heat call Piedmont Natural Gas - at 761-8101 and have the gas put in your name. For propane gas contact Suburban Propane at 767-6891.



If you have oil heat call a local heating oil company and have your oil tank filled and placed on a keep filled basis in your name.



To have your telephone service turned on or transferred call **Bell South** at 780-2355.



Remember to change your mailing address from your old one to your new. You can call or go by any **Post Office** to fill out a change of address form so that important letters can be forwarded. The telephone number is 721-6058 or 721-6070.



If your home is out of City limits you will need to contact a private trash collection service.



You may contact the Forsyth County School System at 727-2816 for Forsyth County School assignments. **(For Forsyth County residence only)**



Baldwin Property Management strongly encourages tenants obtain their own insurance coverage for possessions and property damage. The policy you need to get is called an **HO-4 (RENTER'S INSURANCE) POLICY**.

**ENJOY YOUR NEW HOME!**

## Baldwin Property Management Move -Out Check List



Make sure you have given a written 30 day notice to our office prior to your moving out.



Pay all utility bills due for services discontinued.



Vacate the Premises removing all Tenant's personal property of whatever nature.



Properly sweep and clean the Premises, including plumbing fixtures, refrigerators, stoves and sinks, removing therefrom all rubbish, trash, garbage, and refuse. Please mow the yard and rake leaves, clean out the gutters on single-family homes.



Make such repairs and perform such other acts as are necessary to return the Premises, and any appliances or fixtures furnished in connection there with, in the same condition as when you took possession of the Premises; provided however, You shall not be responsible for ordinary wear and tear or for repairs that need to be made due to ordinary wear and tear.

Fasten and lock all doors and windows.



Return all keys to the Premises to our office.



Contact the Post Office and forward your mail.



Please sign a **“Release”** form and include a forwarding address so that we may contact you regarding your Security Deposit.



**THANK YOU FOR RENTING FROM  
BALDWIN PROPERTY MANAGEMENT.  
PLEASE CONTACT US FOR YOUR FUTURE  
HOUSING NEEDS.**

**WE ARE HERE TO HELP YOU!**

**Lou Baldwin**

**Gloria Clyburn**

**Eliette Downs**

**Libby Campbell**

**Mark Thompson**

**Summer Hatley**

**Shirley Truell**

**Randy Honeycutt**

**Trip Smithdeal**

**Jason Severt**

**Cathy Honeycutt**

**Alvin Truell**

**Derrick Spice**

