

GUARANTY PROPERTY MANAGEMENT LLC (GPM)

TENANT HANDBOOK

WELCOME TO YOUR HOME

Welcome to a property professionally managed by **Guaranty Property Management LLC (GPM)**.

Our goal is simple:

- 👉 Provide you with a **safe, well-maintained home**
- 👉 Deliver a **clear, professional rental experience**
- 👉 Protect the property while treating you with respect

This handbook is your guide to:

- Paying rent
 - Maintenance requests
 - Lease expectations
 - Move-out procedures
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SECTION 1: GENERAL INFORMATION

Communication

All communication should go through:

- Tenant Portal – Buildium (preferred), text through portal 804-312-5284
- Email
- Phone 919-914-9331 standard calls
- Phone 984-333-8313 (for urgent issues only)

👉 This ensures:

- Faster response times
- Accurate record keeping

- Better service for you
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Business Hours

Monday – Friday: 9:00 AM – 5:00 PM

After-hours: Emergency only

SECTION 2: RENT & PAYMENTS

Rent Due Date

- Rent is due on the **1st of each month**
 - Considered late after the **5th**
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Payment Methods

- Online Tenant Portal (RECOMMENDED)
 - Certified funds (if required)
 - No cash accepted or limited basis
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Late Fees

- Applied after grace period per lease terms
 - Must be paid with rent to bring account current
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Important Rules

- Partial payments may be rejected
 - Security deposit **cannot** be used for last month's rent
 - Returned payments will incur fees
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Delinquency Process

If rent is not paid:

1. Notices are issued
2. Communication attempts made
3. Legal process initiated if unresolved

👉 Goal: resolve early, avoid escalation

SECTION 3: MAINTENANCE

How to Submit Requests

ALL requests must be submitted through:

👉 Tenant Portal (Buildium)

This ensures:

- Proper tracking
 - Faster response
 - Vendor coordination
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Emergency Maintenance – Call 911 first

An emergency is:

👉 Threat to life, safety, or property

Examples:

- Fire
- Flood / active leak
- Sewage backup
- Gas smell

Call immediately for emergencies

NOT Emergencies

- Appliance not working
- A/C or heat (non-extreme conditions)
- Lockouts
- Cosmetic issues

Submitting non-emergencies as emergencies may result in charges.

Response Time Expectations

Priority	Example	Target Response
Emergency	Water leak, fire	Same day
Urgent	Electrical, broken window	1–3 days
Standard	Appliance repair	3–7 days
Non-essential	Cosmetic	As approved

Tenant Responsibilities

Tenants are responsible for:

- **Changing HVAC filters (every other month recommended)**
 - Replacing light bulbs
 - Lawn care (unless specified otherwise)
 - Basic troubleshooting (GFCI reset, breaker reset)
 - Keeping property clean and sanitary
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Chargebacks (Important)

You will be charged for:

- Misuse or neglect
 - Clogged plumbing caused by tenant
 - Damage beyond normal wear and tear
 - Missed vendor appointments
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SECTION 4: PROPERTY USE & RULES

Right of Access

GPM may access the property:

- With notice (typically 24 hours)
 - Immediately in emergencies
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Occupancy

- Only approved tenants may reside in the property
 - Unauthorized occupants are not allowed
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Pets

- Only approved pets allowed
 - Unauthorized pets = lease violation + fees
 - Petscreening.com application
 - No fee for emotional support animals
 - Pet fee will apply (\$400 per pet)
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Smoking

- Smoke-free unless otherwise stated
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Subleasing

- Not allowed without written approval
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SECTION 5: UTILITIES

Tenants must:

- Transfer utilities into their name before move-in
- Maintain active service throughout tenancy
- Keep utilities on through move-out

Failure to maintain utilities may result in fees or service interruption.

SECTION 6: INSURANCE REQUIREMENT

Tenants must maintain:

👉 **Renter's Insurance**

Coverage should include:

- Personal property
- Liability coverage

GPM and owner are **not responsible** for tenant belongings.

SECTION 7: LEASE RENEWAL & TERMINATION

Lease Renewal

- GPM will contact you **60–90 days prior**
 - Renewal terms may include rent adjustments
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Notice to Vacate

- Must be submitted in writing
 - Follow lease terms (typically 30–60 days)
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Early Termination

- Subject to lease terms and fees
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SECTION 8: MOVE-OUT PROCESS

Before Move-Out

You must:

- Clean property thoroughly
 - Remove all belongings
 - Repair tenant-caused damage
 - Return all keys/remotes
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Security Deposit

Deposit is used for:

- Damages beyond normal wear and tear

- Cleaning if not returned in proper condition
- Unpaid rent or fees

Remaining balance returned per NC law.

Important Note

The move-in condition report is used as the benchmark

👉 Protect yourself by documenting condition thoroughly at move-in

SECTION 9: COMMON FEES (SUMMARY)

Fee Type	Typical Charge
Late Fee	Per lease
NSF Fee	\$35
Eviction Coordination	\$550
Missed Vendor Appointment	\$75–\$125
Maintenance Chargeback	Varies

SECTION 10: FINAL THOUGHT

At GPM, we operate on one principle:

👉 **Clear expectations = better experience for everyone**

If you:

- Pay rent on time
- Communicate clearly
- Take care of the property

👉 You will have a smooth, professional tenancy.

Guaranty Property Management LLC

1249 Kildaire Farm Rd,

Suite 123

Cary, NC 27511

919-914-9331 Main #

804-312-5284 Resident text only

984-333-8313 emergency line

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