



What day is trash day?

Tenants will put their trash cans and recycling bins curbside Tuesday evening for their routine pick up Wednesday morning.

All trash bags must be in the trash can and lid closed. Do not set trash bags on the floor next to can. They will not be picked up.

All cardboard boxes MUST be broken down or it will not be picked up.

Styrofoam is not considered a recyclable item.

Follow the City of Fayetteville Trash & Recycling guide lines that you will or have received when setting up water to make sure no trash is left behind in the recycling bins.

What happens if there's any trash left outside and/or around the residence and it is clear it is from the tenants?

If any RPH team member does a maintenance trash pickup, it will result in a \$35.00 fee per bag and additional fines may apply.

What fees may I be subjected to according to my lease when moving out?

Fees may vary; Broken or missing window screen, trash on/in exterior or interior of homes, broken ceiling fans, broken windows, changing out the doorknobs from original, removing smoke detector batteries, any broken or major damaged in home, broken light fixtures, interior or exterior damages not related to the normal wear and tear of building.

Keys that are lost or not returned by 6PM on move out day are \$25 a piece

Garage remotes that are lost, broken or not returned by 6PM on move out day are \$50 a piece

We expect the house to look like how you found it.

(Please note that all these fee charges will be deducted from your deposit)

Do you have to pay for parking?

No, you do not pay for parking. Each household has enough parking for all occupants of the household that are free for the residents of that house to use. Guest may park on the street but not in front of mailboxes.

Can I have 5 people live in a 4-bedroom house?

No, you cannot. According to city ordinance only up to 4 unrelated people can occupy a residency in a multi-family zoning district. Anyone caught violating this law could face fines up to \$500. RPH also has a rule that there shall be only one person per bedroom. For example, if you have a 3-bedroom house you can only have 3 people live there.

Do you allow pets?

Yes, we are pet friendly! There are NO BREED and NO WEIGHT RESTRICTIONS. However, an additional one-time payment is required that is nonrefundable. Pets 44lbs and under are \$275 and over 44lbs are \$375. You MUST pick up your pet's waste or you are subject to a fine.

Unauthorized pets are not allowed and will be asked to be removed from the premises immediately. Fees and fines may apply.

We do not charge monthly fee for pets

Do you rent by Bedroom?

We do not rent by bedroom. All tenants are jointly and severally liable for paying the rent and adhering to the terms of the agreement. If one tenant can not pay a share of the rent in a particular month, or simply moves out, the other tenant(s) must still pay for the full rent

When is rent due?

Rent is due on the 1st of every month. If the 1st hits on a weekend it will be drafted the following Monday. If the 1st hits on a holiday it will be drafted the day after. To insure your rent goes through the day it is due we recommend you have ALL your money in your account at least 2 days prior to day money will be taken out of account. It usually takes a few days for the bank to process it.

We will let you know two or three days after the 1st if the payment was returned as an NSF

How is the monthly rent drafted?

RPH will draft the monthly rent from ONE BANK ACCOUNT per residence. Tenants may use one personal account for the entire house or set up a joint bank account.

Personal account: The account holder will have everyone deposit the rent into his/her account.

Joint account: All parties have access to the account and may make deposits anytime.

RPH recommends the joint bank account option. It allows everyone to access the account when NSF notices are received.

Is there a late fee if the automatic rent draft comes back as NSF (Non-Sufficient Funds)?

Yes, there is a \$50 fee EVERY TIME the rent is drafted, and it comes back as a NSF. The fee and rent that was due on the 1st will be drafted 2 days after tenants are notified of the NSF. This gives you time to make any deposits or transfers necessary.

When there's a NSF, your bank may also have additional charges. Charges vary depending on the bank (check with your bank on their policies).

How do I set up utilities?

See rental package for utility sheet download

Why do certain breakers trip throughout the house?

Due to the new City of Fayetteville code regulations, ARC Fault Breakers are used in all homes. These breakers are per code and are installed in all living areas of the home such as the bedrooms and living rooms. ARC Fault Breakers are designed to detect an arch which is essentially an electric leak caused when a hot wire touches a neutral or ground wire. These are susceptible to "nuisance tripping" due to the items that are plugged into that circuit. 9 out of 10 times if someone is getting a reoccurring breaker trip it is going to be caused by something plugged into a hot circuit and going through the process of elimination of unplugging an item to see if that circuit trips again is necessary to find the culprit. Also, the item causing the breaking to trip does not have to be on. if you go through the process of elimination and/or reset the breaker and still cannot find the problem, then please contact our office or message us on tenant cloud.

How to fix a breaker trip in the house?

9 out of 10 times if someone is getting a reoccurring breaker trip it is going to be caused by something plugged into a hot circuit and going through the process of elimination of unplugging an item to see if that circuit trips again is necessary to find the culprit. Also, the item causing the breaking to trip does not have to be on. If that still doesn't work, please reset the breaker. if you go through the process of elimination and/or reset the breaker and still cannot find the problem, then please contact our office or message us on tenant cloud.

What is the best way to get a hold of someone in the office?

Our office is open Monday-Thursday 9AM to 6PM and Friday 9AM to 4PM

P479-445-6228

Office@rphre.com

If you are a current resident, you can directly message us within the Tenant Cloud app and a representative will answer you as soon as they are available.

How to use our Tenant Cloud app?

The tenant representative will receive an invite to connect through your email from Tenant Cloud. You will click the link you receive to set up a safe and easy portal to use (usually takes 3 minutes to set up). From there you will be able to directly communicate with us, submit maintenance requests, track maintenance request in real time and see shared documents from your landlord and property managers. You will not be doing any payments through the portal, but we will be able to update through the portal how much you owe or if you are completely payed off for the month.

What is a tenant rep and why is it important?

They are the main point of contact between the tenants of the household and the property managers. They will also be responsible for submitting maintenance request through the tenant cloud app and directly messaging the property managers through Group Me

What constitutes as an EMERGENCY maintenance call on the weekend

1. No water, provided that the bill has been paid and didn't get shut off
2. No heat when the temps are forecasted below 45 degrees (provided the bill has been paid)
3. Active sewer back up
4. No electricity, again provided that the bill has been paid and didn't get shut off
5. Gas smell

How do I get ahold of an RPH representative during the weekend for a maintenance emergency?

Text the emergency, house address and any photos to 479-802-1273. Also, submit the emergency to the tenant cloud app for record keeping. If any messages are sent to this number and it does not constitute as an emergency, you will not receive a response. Instead, it will be resolved by our maintenance team on the following business day.

What is your subletting policy?

Please see sublease agreement located in the Rental Package in the banner at the top of the page.

Do you allow early lease terminations?

No, you can not terminate the lease under any circumstances. However, you can terminate a person on the lease if BOTH parties, landlord and all current tenants, agree to the termination. Please see Rental Package located in the banner at the top of the page for Lease Termination Agreement form.