

 **LAKE NORMAN
REALTY, INC.**
PROPERTY MANAGEMENT

Rental Concierge Services



Simply the best!

Experience the Difference

Now more than ever, choosing to rent a home can be a smart move. But how you navigate the rental process can make all the difference. Lake Norman Realty's unique team of Rental Concierge Associates will make finding your rental home an exceptional experience.

At Lake Norman Realty, we're not satisfied with ordinary customer service. Exceeding expectations is what we strive for! The services below are exclusive to Lake Norman Realty. We look forward to serving you.

Dedicated Rental Concierge Associate

Your Rental Concierge Associate will accompany you on rental home showings and facilitate a simple and smooth rental process. For your added convenience, our rental showing appointment hours are six days a week, from 9:00 - 7:00 pm, Monday through Saturday.

White Glove Service

In NC, the standard for rental cleanliness is stated as "broom clean," however, interpretations of this standard can vary widely among rental properties. With our "White Glove Service," you can expect to move into a thoroughly clean home. Please request a free quote for this service from your Rental Concierge Associate.



Renters Insurance

The landlord's insurance covers the property, but in case of loss, Renters Insurance is the only way to protect your possessions. For the peace of mind and protection it affords, Renters Insurance is relatively inexpensive. For a free quote, please ask your Rental Concierge Associate.



Moving and Relocation Assistance

Through our affiliation with Leading Real Estate Companies of the World, Lake Norman Realty can provide you with assistance selling your former residence and offer you quotes for household goods moving options too. Just ask your Rental Concierge Associate for assistance.

Lake Norman Realty Purchase Rebates for Tenants

We're here for you now, and when you are ready to buy, we're ready to assist you too!

Whenever you're ready to start looking for a home to buy, just call your Lake Norman Realty Rental Concierge Associate, and receive a rebate from Lake Norman Realty between \$500 - \$1500!* Our concierge team consists of experienced sales associates, committed to the needs of their clients. They look forward to working with you whenever you are ready to purchase your new home.

*Rebate is credited to the buyer on the HUD-1 form at closing with buyer's lender approval. Rebate is for sales over \$100,000 and is based on the sales price of home.



Good to Know

Home Quality Standards

Rental homes are marketed "as is" and priced according to condition. Any requests for repairs should be made on the application and if agreed to by the owner will be done prior to move-in at the owner's expense. After the lease is signed, the landlord is responsible for maintaining the home in habitable condition and keeping major systems in working order.

Managed vs. Unmanaged



Just because there is a real estate company sign in the yard doesn't mean the property is managed by a real estate company. It's important to know the management status of the property you are considering to prevent misunderstandings in the future. **Managed properties:** The real estate company represents landlord and is bound by law to be professional and ethical with all parties. The security deposit is held by the real estate company and rent is paid to the real estate company. **Unmanaged properties:** The property may be listed by a real estate company, but the real estate company has no control of property or landlord. The security deposit is held by landlord and rent is paid to the landlord.

Pet Policies

We love pets! However, some rental properties specifically prohibit pets per the property owner's request. If the rental advertisement states "no pets," the owner is not willing to have any type of pet on the premises.

Applications

Applying is easy. Just go to our website LakeNormanRealtyRentals.com and apply online in minutes. The cost of the background check is only \$35 per adult.

Proven Excellence

Lake Norman Realty has been serving our community since 1978, and we're proud of our 99% customer satisfaction rating. Let one of our associates show you the difference truly excellent service can make.



LAKE NORMAN REALTY, INC.

PROPERTY MANAGEMENT

 LEADING REAL ESTATE
COMPANIES *of* THE WORLD™



Office Hours

Monday - Saturday
8:30 - 5:30

**Emergency
On Call - 24/7**

704.662.6049

800.706.6049

Rentals@LakeNormanRealty.com

www.LakeNormanRealty.com