



07/31/2020

We are anticipating a possible hurricane to impact our area in the near future. Although we are uncertain of the severity of this storm at this time, it is very important to be prepared. Please do your best to protect yourself, your family, and your home by **reading this message in its entirety**. As a tenant you are expected to protect your property to the best of your ability and report storm damages to us as quickly as possible. If you evacuate and are unable to return to your property immediately following the storm, please let us know so that we can inspect your property.

You may either report maintenance issues from your TENANT PORTAL or you may call us as follows:

If you experience a maintenance EMERGENCY that calls for immediate attention (ex. A large tree comes through house, severe water leak coming into your house) please report from your TENANT PORTAL or call our emergency number and we will get back to you as soon as we possibly can: (910) 520-3743. In the event of a power outage, we may not receive your call immediately, but we have taken steps to hopefully be able to respond without power. If you have safety issue, please call 911.

If you have a maintenance request that is a NON-EMERGENCY, please report from your tenant portal or call our office number (910) 799-0554 ext. 101 and we will respond to your request based on urgency, and in the order it was received. Please understand that we have to gain homeowner approval for non-emergency maintenance issues before sending out a vendor. Also, we ask for your patience as vendors will be in high demand.

Before the storm:

1. Secure all exterior items. Bring in the tables and chairs, play houses, small planters, garbage cans and anything that could turn into a flying object during high winds.
2. Secure house against damage. DO NOT PUT TAPE ON WINDOWS.
3. Follow all recommendations by the local news and the emergency preparedness teams for our area and evacuate if instructed to do so.

During the storm:

1. Remain indoors.
2. Listen to radio for information from local authorities
3. Avoid all downed electrical and telephone wires.
4. If you use a generator, do not operate it inside or under a carport

If you evacuate:

1. Please alert Wilmington Realty if you are unable to return to your property within 48 hours after the storm has passed so that we can inspect for damages if you are not able to do so.
2. Turn off water supply to each individual fixture, including toilets, laundry machines, and faucets.
3. Lock and secure property.
4. Remove any perishable food items from refrigerator and freezer in case of power outage.

After the storm:

1. Report all storm damages to Wilmington Realty ASAP!
FAILURE TO REPORT ALL STORM-RELATED DAMAGES TO WILMINGTON REALTY WILL BE ASSUMED TENANT DAMAGES AND MAY BE CHARGED BACK TO YOU UPON MOVE-OUT.
2. Unless lawn maintenance is included in your rent, you are responsible for clearing your yard of debris after the storm has passed. Move all storm debris items (limbs, etc.) in piles by the road.
3. Do not schedule repairs. **Charges for repairs scheduled by you will be your responsibility unless expressly approved by the Landlord.**

Thank you for taking the appropriate steps in protecting your rental home from potential damage. We appreciate it and wish you and your family peace and safety during this time.

Wilmington Realty, LLC