



## hch Real Estate

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**To clarify some of the problems & frequently asked questions we have encountered in the past . . .**

**PAYMENTS:** The final payment, security deposit, phone deposits and other deposits or charges **must be received by hch 30 days prior to your check in date.** You will receive a 6-week reminder Email.

These payments can be in the form of a personal check if they are sent 30 days prior to check in. If we do not receive your payment 30 days prior to check in, those payments must be in the form of **secure funds**, i.e., Travelers Checks, Money Orders, Official Bank Checks, Certified Checks or Cash.

**NO PERSONAL CHECKS OR UNSECURED FUNDS WILL BE ACCEPTED AFTER THIS 30 DAY PERIOD.**

**PAYMENT MUST BE IN THE FORM OF SECURED FUNDS.**

**WE DO NOT ACCEPT CREDIT CARDS OR WIRE TRANSFERS.**

**CHECK IN:** The time stated on your lease is the time that the property will be available for you to move in. Many of the Owners have chastised us for allowing early check-ins. There will be no early check ins, keys will not be released until the specified check in time on your lease. We are open until 5PM. If you cannot arrive before 5PM you must make arrangements with your rental agent for key pick up. There will be no keys disbursed without payment in full. **UNDER NO CIRCUMSTANCES SHOULD YOU ENTER A HOME BEFORE BEING GIVEN KEYS BY OUR STAFF!!**

**CHECK OUT:** You must vacate the property & return the keys to us by check out time entered on your lease. Please close all doors & windows, remove all your food from refrigerator, take trash and recycling to the street, wipe down all counters, clean & reshelve all the dishes. Leave the unit neat and clean.

**KEYS:** You will be given two sets of keys at check in. Please return both sets of keys to our office at check out. If we are not open; please put the keys in the mail slot at the bottom of the entry door. If either set is not returned we will deduct \$25.00 from your security deposit. It's not the cost of the key, the tag, and the labor making it; the Owners have expressed concern about lost or misplaced keys. We must maintain a tight key control.

**CONSTRUCTION:** LBI has always been "Under Construction." Should you find yourself near any, please "roll with it." We have no control over this. A house may have been torn down for a new-build, a pool is being installed or deck replaced when the permits were finally in place to start. We do our best to talk to contractors, but no refunds or relocations will be made.

**hch IS A LEASING AGENT:** Please keep in mind that we are a leasing agent only. We do not act in the capacity of a property manager. Each Owner decorates and maintains their homes to their individual tastes and lifestyles. It is highly recommended that you do not rent a property sight unseen. We have made every effort to be sure that the description we have presented to you on the property is accurate. However, we cannot be held responsible for changes made by the Owner in furnishings and equipment and the general condition of the home. Please keep in mind that these are complicated homes, and just

like your own, may experience a wide variety of unexpected breakdowns. Please do not expect perfection. We will make every effort within our power to rectify any unpleasant situations. All efforts are made to address problems in as timely a manner as possible. You can expect a courteous and professional attitude from our staff; however, recompense will not be issued due to malfunctioning equipment or other guest dissatisfaction.

**DEPOSITS:** Any deposits that are to be held by the Owner will be disbursed at the Owner's sole discretion. It is very important that you fully understand security deposits. We will hold the security deposit in our non-interest bearing rental escrow account. The Owner or the Owner's representative will inspect the property after you check out and before the next tenant check in. The Owner will have a period of 72 hours from the time you are scheduled to check out to notify us to hold the security if there is a problem. If the Owner advises us that there is a problem, we will advise you and continue to hold the security until the matter is resolved. If the Owner and the Tenant cannot agree, we may seek Court approval for distribution of the funds and deduct the costs of seeking such approval from the security deposit. **WE STRONGLY ADVISE THAT ANY DAMAGES THAT YOU ENCOUNTER UPON CHECKING IN BE REPORTED TO US IMMEDIATELY SO THAT YOU ARE NOT HELD RESPONSIBLE FOR SUCH DAMAGES.**

**INTERNET ACCESS:** Some Owners provide Internet service *as a courtesy; this is not guaranteed.* If you are planning to use the Internet for your business and absolutely need Internet access for your devices you should provide your own Internet access, i.e., air card or tethered modem. There are too many variables regarding Internet providers. We do not have the technical skills to configure your devices to the different computer platforms, incompatible modems, hardware issues, etc.

**Thank you for leasing your rental through hch Real Estate. We hope you have enjoyed your vacation & look forward to returning next summer!!**