



COMPANIES, LLC

RESIDENT ORIENTATION

WH Companies, LLC strives to provide, maintain, and improve affordable homes with exceptional service. We are a professional property management company that takes great pride in offering clean, quality rentals at an affordable rate.

CONTACT INFORMATION

Phone: 332-380-0431

Email: Rental@whcompaniesllc.com

RENT

Rent is always due on the 1st of every month and considered **late on the 5th**. Rent payments must be paid in full at all times to avoid a late fee. Payments can be made the following ways:

- Online via ACH payment or credit card at the [Resident Center Website](#)
- Resident Center App on [Apple](#) or [Android](#) Phones
- River Bank in Enterprise to WH Companies LLC

If you pay with credit card there is a 2.95% fee, by setting up your bank account (ACH payment) there is a \$1 online fee.

If you do not pay your rent by the 5th of the month, this is what to expect:

- On the 6th, 10% will be added to your total due.
- On the 6th, you will be given Eviction Notice, at which time you have 7 days to pay your rent and late fees in full, or you will have to move.
- On the 7th, an additional \$10 will begin accruing each day until your rent is paid in full.
- By the 14th, if we have still not received your rent payment and late fees, you will be evicted.

POLICIES

- Up to 2 pets per unit are allowed, maximum weight limit is 50lbs. Must pay a refundable Pet Security Deposit of \$300 and a monthly pet fee.
- Limit guest to no more than 3 per day.
- Noise Levels - Out of respect for your neighbors, please keep all noise to a minimum. Loud parties are not allowed.
- Occupancy is limit to only the people listed on the lease agreement. If you decide to get a roommate after you move in or you have a guest staying for more than 14 consecutive days, you must notify us, and they must fill out an application and go through our approval process.



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MAINTENANCE

Maintenance request should be communicated promptly in the following ways:

- [Resident Center Website](#)
- Resident Center App on [Apple](#) or [Android](#) Phones

We do not live in the home and therefore will not be aware when you have a future maintenance concern unless you tell us. **It is 100% your responsibility to report maintenance issues.** Here is a list of items we want to know about immediately:

1. Mold (within 48 hours)
2. Drippy faucets, drippy pipes, or “running” toilets (within 48 hours)
3. Moisture where there should be none (roof, under the sink, etc.)
4. An emergency maintenance problem is something that if not taken care of IMMEDIATELY will cause significant damage. Emergencies usually involve water or fire. If it involves fire, call 911.

Your Repair Responsibility

Mold (from living conditions): Mold will grow if given the opportunity. Keep your home clean and dry, with adequate ventilation and air movement. This means making sure all rooms receive heat and airflow on a consistent basis. Immediately clean up any sign of mold or mildew growth to prevent damage to the building. This includes behind furniture, in windows, in corners of walls, etc.

(Some) Leaks: You are responsible for leaks caused by misuse or neglect (such as knocking drain lines loose). Report **all** leaks immediately, as they can become a very big problem very quickly.

Faucets/knobs: *Faucets and knobs can break easily if not handled properly.*

Broken windows, blinds, doors, glass, locks, or any other damage caused directly/indirectly by you or your guests.

Light bulbs: These are your responsibility to replace.

Batteries: It is your responsibility to keep your smoke detector and carbon monoxide detector in working order by replacing the batteries on a regular schedule.

Clogged toilets, bathtubs, sinks, and other drains.

Bed Bugs: All expenses incurred as a result of bed bugs or other pests within your home are your responsibility. If bed bugs or other pests are found in your home, we will immediately schedule pest control at your expense. If the problem continues this will be ground for termination of the lease agreement.

PROPERTY MAP



BUILDIIUM RESIDENT CENTER

Using the [Resident Center Website](#) or App (via [Apple](#) or [Android](#)) you can access your balance, make payments, set up auto pay via ACH or Credit Card, make maintenance request or chat with the landlord.

Short video with Resident Center tools: [Welcome to the Resident Center - Buildium \(wistia.com\)](#)

1. You will receive a welcome email similar to below. Click Activate Account.
2. It will take you to this screen where you will create a password.
3. The website will start a guided tour about the features. Click next to move forward through the tour.
4. Then it will require you to accept the terms of service and privacy policy before continuing. Check the box and click **Continue to Resident Center**.

Now you are registered! If you have questions feel free to email us at WHCompaniesLLC@gmail.com

