



## Frequently Asked Questions

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We know renting a home comes with plenty of questions, and we want to make it easy to find the information you need. This FAQ section is designed to help current and future residents quickly access answers about Gate City Property Management, including our office location, contact information, office hours, move-in requirements, move-out expectations, rent payments, keys, utilities, renter's insurance, pet policies, inspections, and more.

Whether you're preparing to move in, getting ready to move out, or simply need general guidance, we hope this section serves as a helpful resource every step of the way.

**The Move-In & Move-Out Guidelines are available for download by clicking the links below**

[Download Move-In Guidelines](#)

[Download Move-Out Guidelines](#)

### General Information

#### **Where is Gate City Property Management located?**

Gate City Property Management is located at 418 Gatewood Ave, High Point, NC 27262.

#### **What is Gate City Property Management's phone number?**

You can reach our office at 336-803-4800.

#### **What is Gate City Property Management's email address?**

Our email address is [info@gatecitylistings.com](mailto:info@gatecitylistings.com).

#### **What are your office hours?**

Our office hours are:

- Monday: 9:30 AM – 5:00 PM
- Tuesday: 9:30 AM – 5:00 PM
- Wednesday: 9:30 AM – 5:00 PM
- Thursday: 9:30 AM – 5:00 PM
- Friday: 9:30 AM – 5:00 PM
- Saturday: Closed
- Sunday: Closed

Gate City Property Management, LLC  
License Number: 278916  
418 Gatewood Ave, High Point, NC 27262  
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### **How do I contact your office if I have a question?**

You can contact Gate City Property Management by phone or email during regular business hours. Our team is happy to assist with general questions, move-in information, move-out instructions, rent payments, and property-related concerns.

### **Move-In Questions**

#### **What do I need to do before I can receive my keys?**

Before keys can be released on your scheduled move-in date, all required utilities must be transferred into your name, proof of renter's insurance must be provided, and your first month's rent must be paid in full.

#### **Do utilities have to be in my name before move-in?**

Yes. Utilities must be switched into the new tenant's name with service starting on or before the move-in date. Proof is required before keys will be released. It is also the tenant's responsibility to verify whether the property has gas service.

#### **What happens if I do not switch the utilities before move-in?**

Failure to switch any required utilities into your name may result in a \$250 Failure to Switch Utility Fee.

#### **Do I need renter's insurance before move-in?**

Yes. Proof of renter's insurance is required before keys can be released. Your policy must include a minimum of \$100,000 in personal liability coverage, plus personal property coverage for your belongings, and must list Gate City Property Management as an additional interested party. Coverage must be maintained for your full lease term.

#### **What happens if I do not maintain renter's insurance?**

Failure to obtain and maintain renter's insurance is considered a breach of your lease agreement.



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### Move-In Questions Continued:

#### **When is the first month's rent due?**

The first month's rent is due on or before your scheduled move-in date in order to receive your keys.

#### **How do I need to pay the first month's rent?**

The first month's rent must be paid using certified funds, such as a money order or cashier's check.

#### **When does my lease become binding?**

Your lease becomes binding once the security deposit has been paid and the lease has been signed. Leases are binding 12-month agreements and are non-refundable and non-negotiable.

#### **Can someone move in with me if they are not listed on the lease?**

No. All occupants must be listed on the application and approved by Gate City Property Management before living in the property.

#### **What happens if an unauthorized occupant is found living in the property?**

If an unauthorized occupant is found living in the property, your account will automatically be charged \$250. This is also considered a breach of your lease agreement and may result in eviction.

#### **Are pet fees due at move-in?**

Yes. Any pet deposits and pet fees must be paid in full at move-in. There is a \$250 non-refundable pet fee for the first pet. If there is a second pet, there is an additional \$250 potentially refundable pet deposit.

#### **How many pets are allowed?**

Gate City allows up to two pets per property.



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### **Move-In Questions Continued:**

#### **Are any dog breeds restricted?**

Yes. Bully and/or aggressive dog breeds are not allowed.

#### **What is the tenant portal used for?**

New tenants will be set up with a tenant portal upon move-in. The portal is recommended for submitting maintenance requests, work orders, rent payments, and communication with our office.

#### **Do I need to complete a move-in inspection?**

Yes. You must complete your move-in inspection within 7 days of moving into the property and return the inspection report to Gate City Property Management.

#### **What happens if I do not return my move-in inspection form?**

If you do not complete and return the inspection report within 7 days, you could lose money from your security deposit at the end of the lease because the inspection is used as a reference point.

#### **When is rent due each month?**

Rent is due on the 1st of every month.

#### **When is rent considered late?**

A 5% late fee will be charged to your account if rent is received after 6:00 PM on the 5th of the month.

#### **Are postmarks accepted as proof that rent was paid on time?**

No. Postmarks are not accepted. Gate City must physically receive all rent payments on or before 6:00 PM on the 5th of the month to avoid a late fee.



## Frequently Asked Questions

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### Move-In Questions Continued:

#### What payment methods are accepted after the first month?

Starting with the second month of your lease, the following payment methods are accepted:

- Personal Check (\$10 administrative fee)
- Money Order/Cashier's Check (\$10 administrative fee)
- ACH Payment (\$7 convenience fee)
- Credit/Debit Card (3.75% per \$100 credit card convenience fee)

#### Why is my second month's rent a different amount?

Your second month's rent is prorated based on your move-in date. It will usually be lower than your normal monthly rent, and then your rent will return to the regular amount after that.

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### Move-Out Questions

#### What should I do before moving out?

Before moving out, please review the move-out guidelines carefully, stop any scheduled rent payments through the tenant portal, clean the property thoroughly, and make sure all keys are returned to the office by the required deadline.

#### Do I need to stop my automatic payments before moving out?

Yes. If you set up automatic payments through the tenant portal, it is your responsibility to discontinue those payments. Gate City is not responsible if a payment is withdrawn after move-out. Refunds may be available, but processing can take 10-14 business days.

#### When do I need to return my keys?

To stop all charges to your account, your rental property keys must be returned to the office. Tenants have until the end of the month, by 5:00 PM, to return keys and prevent further charges.



## Frequently Asked Questions

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### Move-Out Questions Continued:

#### **Can I leave the keys inside the property?**

No. Keys must be returned directly to the Gate City office and cannot be left in the rental property.

#### **When will my security deposit be returned?**

Gate City has 30 days from the end of your lease term, along with the return of your keys to the office, to return your security deposit.

#### **Does my security deposit cover my last month's rent?**

No. Your security deposit does not cover your last month's rent. Please make sure your final month's rent is paid. If the home is left in move-in condition, prorated rent may be reimbursed to you.

#### **What condition should I leave the property in?**

Your lease requires that the property be left in a clean and undamaged condition. Normal wear and tear is expected, but damages beyond that may result in additional charges.

#### **What types of damage may result in additional charges?**

Additional charges may apply for damage such as holes in walls, tears in flooring, damage to appliances, countertops, or vanities, and neglected yard maintenance. Download the Move-Out Guidelines on our website for details.

#### **Should I patch holes in the walls before moving out?**

No. If there are holes in the wall, do not putty over them unless you also plan to paint the wall. The move-out instructions specifically advise against patching holes unless the wall will be painted.



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### Move-Out Questions Continued:

#### **What cleaning items are tenants responsible for before vacancy?**

Tenants are responsible for general cleaning before vacancy, including appliances, floors, windows, bathrooms, kitchen surfaces, closets, and outdoor areas where applicable. Specific charges may be deducted from the security deposit if required cleaning is not completed before move-out.

#### **What happens if I leave trash or furniture behind?**

A \$50 charge may apply for light trash left in the property. Removal of furniture, large amounts of garbage, refrigerator trash, or cabinet trash may result in a \$200 charge plus dump fees.

#### **Do I need to clean the refrigerator before move-out?**

Yes. If the refrigerator is not cleaned, there may be a \$75 charge or more. The refrigerator should be defrosted, cleaned thoroughly inside, and vacuumed behind and underneath if possible. It should not be turned off.

#### **Do I need to clean the stove before move-out?**

Yes. If the stove is not cleaned, there may be a \$75 charge or more. Tenants should clean the range hood, fan, vents, drip pans, burners, knobs, oven, pan drawer, and racks, and clean behind and underneath the stove if possible.

#### **What happens if light bulbs need to be replaced?**

There is a \$7 charge for each light bulb replaced.

#### **Do I need to clean windows and blinds?**

Yes. Inside windows and windowsills should be cleaned, and screens should be cleaned with water. Charges may apply for unclean windows and damaged or missing blinds.



## Frequently Asked Questions

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### Move-Out Questions Continued:

#### **What are the move-out expectations for bathrooms and kitchens?**

Bathrooms should be scrubbed thoroughly, including tile, grout, tubs, sinks, toilets, mirrors, fixtures, and cabinets. Kitchens should be cleaned completely, including countertops, tile areas, cabinets, drawers, sinks, and appliances.

#### **What are the move-out expectations for bedrooms, living areas, and closets?**

Bedrooms, offices, bonus rooms, and living areas should be cleaned thoroughly. Closets should be emptied and vacuumed, hangers removed, shelves and poles wiped down, and baseboards, windowsills, and casings cleaned. Fireplaces should also be cleaned where applicable.

#### **Am I responsible for yard maintenance before move-out?**

Yes. Yard maintenance includes mowing, trimming bushes, weeding driveway and garden areas, cleaning gutters, raking leaves, and making sure the yard is free of debris. Yard service fees can be costly, and a normal service fee is a minimum of \$100.

#### **What happens if I leave items in an outdoor storage area?**

Outdoor storage closets and buildings must be emptied and left free of debris. Items left behind may be subject to a dump fee.

#### **Are miscellaneous cleaning charges possible?**

Yes. Miscellaneous cleaning may be billed at \$35 per hour, with a minimum trip charge of \$75.

#### **Can I request a rental reference after moving out?**

Yes. Gate City Property Management is happy to provide a rental reference if needed.

#### **Need Additional Help?**

Please contact Gate City Property Management during regular business hours. We're happy to help!

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