TourNTell
PROPERTY INSPECTIONS

Unannounced Inspection · Certified Agent

PROPERTY INSPECTION REPORT · COMPREHENSIVE

Pinecrest Village

8550 Pinecrest Lane, Charlotte, NC 28210



Front entrance · captured on arrival 1:12 PM · 35.1487° N, 80.8398° W

OVERALL SCORE

45

out of 100

Requires Action

REPORT ID TT-SAMP	INSPECTION DATE March 8, 2026	REPORT ISSUED March 9, 2026
PROPERTY TYPE Multi-Family Residential	UNIT COUNT 120 units	PHOTOS CAPTURED 51 geo-stamped

MANAGEMENT PRIORITY SNAPSHOT

6 Findings Require Prompt Attention

1. No safety posters displayed in the leasing office or maintenance shop.
2. Cluttered, tripping hazards in walkways; materials stacked on the floor.
3. Mold visible on north face of building B.
4. Active rot on fascia, buildings B and D.
5. Extensive peeling on all buildings.
6. Rust on slide support, missing rubber mat.

ARRIVED	TIME ON SITE	WEATHER	INSPECTOR BADGE	GEO-STAMP
1:12 PM	1 hr 35 min	Partly cloudy, 58°F	TT-AG-0417	35.1487° N, 80.8398° W

VERIFICATION

Proof of Visit

Every TourNTell inspection is unannounced and independently verified. The visit record below is captured automatically by the agent's device and cannot be edited after submission.

ARRIVAL TIME	DEPARTURE TIME	TIME ON SITE
1:12 PM ET Sunday, March 8, 2026	**2:47 PM ET** Checked out at leasing office	**1 hr 35 min** Full exterior walk + 1 unit interior
WEATHER	**INSPECTOR BADGE ID**	**GEO-STAMP**
Partly cloudy, 58°F Dry conditions · wind 6 mph SW	**TT-AG-0417** Certified TourNTell Agent	**35.1487° N, 80.8398° W** All 51 photos within 150 m of property centroid

● Verified visit · GPS, timestamp and photo metadata matched · TT-SAMP

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SCORE LEGEND

0 – 49	Requires Action
50 – 74	Below Standard
75 – 89	Good
90 – 100	Excellent

Section and overall scores are out of 100. Sections marked **Qualitative** (people and amenity-availability checks) are rated without a numeric score.

SCORES AT A GLANCE

Overall		**45/100 · Requires Action**
01	Property Presence & First Impression	31/100 · Requires Action
02	Grounds & Exterior Areas	44/100 · Requires Action
03	Building Exterior Condition	39/100 · Requires Action
04	Parking & Hard Surfaces	13/100 · Requires Action
05	Common Areas & Amenities	Qualitative · Needs prompt attention
06	Safety & Maintenance	25/100 · Requires Action
07	Management, Staff & Leasing	Qualitative · Needs follow-through
08	Apartment Unit Interior	56/100 · Below Standard

OVERVIEW

Executive Summary

This summary prioritizes the findings that most directly affect resident and prospect experience, property presentation, and maintenance follow-through at Pinecrest Village.

PROPERTY	ADDRESS	INSPECTION / ISSUED
Pinecrest Village 120 units · Multi-Family	**8550 Pinecrest Lane, Charlotte, NC 28210**	**March 8, 2026** Issued March 9, 2026

45/100	14	6	10	51
OVERALL SCORE	POSITIVE ITEMS	PRIORITY FINDINGS	ROUTINE / VALUE-ADD	PHOTOS CAPTURED

TOP PRIORITIES

1	**Required workplace safety posters missing.**	Order the current federal and state labor law posters and display them in the office and maintenance areas.
2	**Maintenance shop disorganized.**	Set a shop standard: labeled storage, clear aisles, and secured chemicals, then audit it monthly.
3	**Visible mold or mildew on buildings.**	Soft-wash the affected elevations to remove mold and mildew, then correct the moisture source: gutters, sprinkler overspray, or shade.
4	**Exterior wood rot present.**	Cut out and replace rotted wood, then find and fix the water source before repainting; painting over rot only hides the spread.
5	**Exterior paint failing.**	Scrape and repaint failing areas, prioritizing the sun- and weather-exposed elevations that protect the siding underneath.
6	**Playground equipment unsafe or poorly maintained.**	Close off unsafe equipment immediately, order repairs through a certified playground vendor, and document the fix with photos.
7	**Complete routine work: safety equipment incomplete.**	Handle this through normal maintenance after the priority items above.

WHAT THE OWNER SHOULD TAKE AWAY

POSITIVE

14 items passed, including storm drainage, smoke detectors, and leasing staff professionalism. Hold these at their current standard.

ROUTINE

Routine upkeep items should be folded into ordinary maintenance after the priority findings are addressed.

PRIORITY

6 findings require prompt management attention before routine work, led by safety compliance and moisture damage.

PRIORITY ACTION REQUIRED

Priority Findings

These 6 findings should be addressed before routine improvements. Each affects the experience of residents, visitors, or prospective tenants.

6
PROMPT-ATTENTION FINDINGS



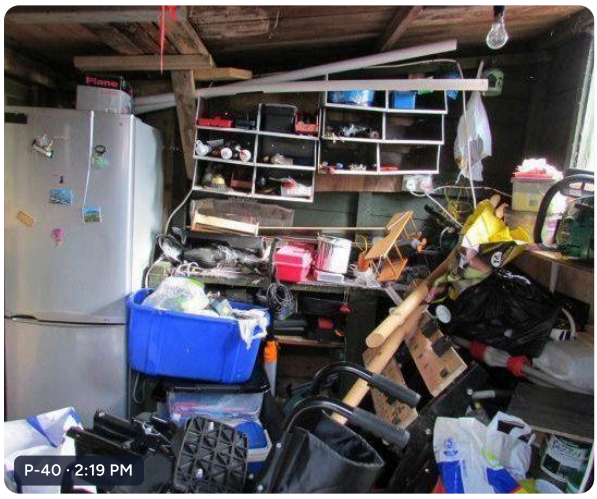
SAFETY — Priority 1

Required workplace safety posters missing

No safety posters displayed in the leasing office or maintenance shop.

Location: Maintenance shop, east wall · Photo P-37

Recommended action: Order the current federal and state labor law posters and display them in the office and maintenance areas.



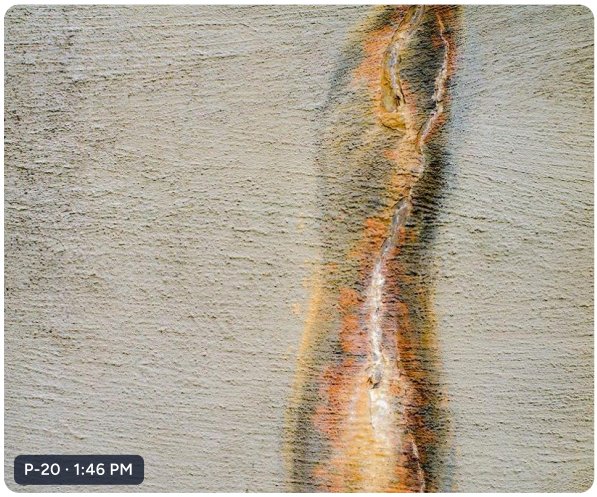
SAFETY — Priority 2

Maintenance shop disorganized

Cluttered, tripping hazards in walkways; materials stacked on the floor.

Location: Maintenance shop, main aisle · Photo P-40

Recommended action: Set a shop standard: labeled storage, clear aisles, and secured chemicals, then audit it monthly.



BUILDING EXTERIOR — Priority 3

Visible mold or mildew on buildings

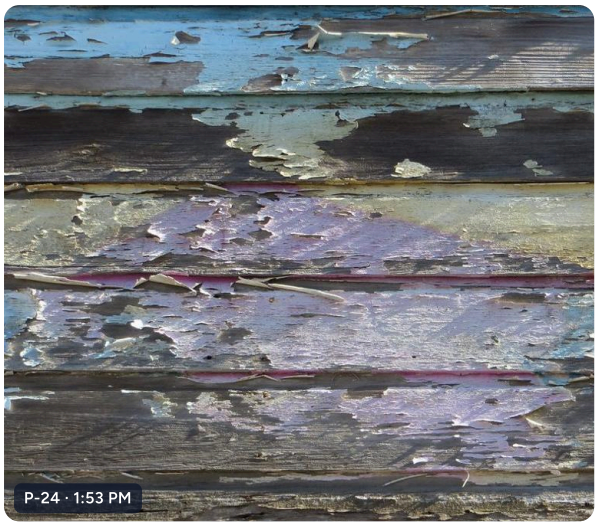
Mold visible on north face of building B.

Location: Building B, north elevation · Photo P-20

Recommended action: Soft-wash the affected elevations to remove mold and mildew, then correct the moisture source: gutters, sprinkler overspray, or shade.

PRIORITY ACTION REQUIRED

Priority Findings (4 – 6 of 6)



BUILDING EXTERIOR

Priority 4

Exterior wood rot present

Active rot on fascia, buildings B and D.

Location: Building D, rear fascia · Photo P-24

Recommended action: Cut out and replace rotted wood, then find and fix the water source before repainting; painting over rot only hides the spread.



BUILDING EXTERIOR

Priority 5

Exterior paint failing

Extensive peeling on all buildings.

Location: Building A, south elevation · Photo P-25

Recommended action: Scrape and repaint failing areas, prioritizing the sun- and weather-exposed elevations that protect the siding underneath.



GROUNDS

Priority 6

Playground equipment unsafe or poorly maintained

Rust on slide support, missing rubber mat.

Location: Playground, slide support · Photo P-11

Recommended action: Close off unsafe equipment immediately, order repairs through a certified playground vendor, and document the fix with photos.

SUPPORTING OBSERVATIONS

Routine & Additional Findings

These observations remain relevant, but they should be addressed after the priority findings above.

ROUTINE UPKEEP



ROUTINE UPKEEP

Safety equipment incomplete

Fire extinguisher expired.

Recommended action: Stock the required safety equipment: PPE, first aid kit, spill kit, and eyewash, and log a monthly check.



ROUTINE UPKEEP

Maintenance equipment storage needs improvement

Chemicals not properly stored.

Recommended action: Organize and secure maintenance equipment and chemicals in locked storage; open storage is a resident safety and liability risk.

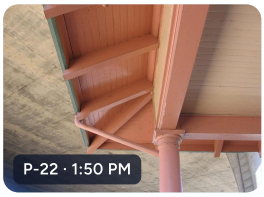
ADDITIONAL FINDINGS TO ADDRESS



BUILDING EXTERIOR

Exterior siding showing wear

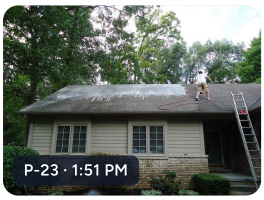
Cracking in several areas.



BUILDING EXTERIOR

Soffits and trim need repair

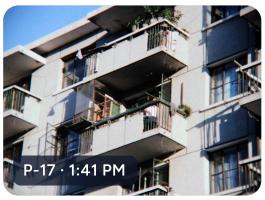
Repair damaged soffits and trim to close pest entry points and stop water intrusion, then repaint to match.



BUILDING EXTERIOR

Roof shingles showing wear

Granule loss visible on bldg A.



BUILDING EXTERIOR

Patio structures need attention

Re-anchor loose railings and patio structures immediately; treat them as fall hazards until fixed.



BUILDING EXTERIOR

HVAC condensers need maintenance

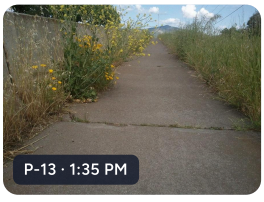
Vegetation encroaching on 3 units.



GROUNDS

Some trash and debris on grounds

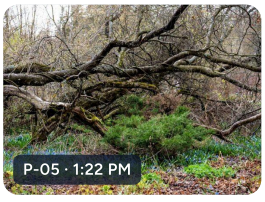
Debris near dumpster area.



GROUNDS

Vegetation encroaching on sidewalks

Hedge partially blocking sidewalk.



GROUNDS

Shrubs and flower beds need upkeep

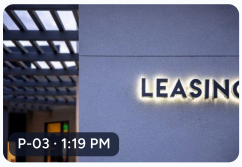
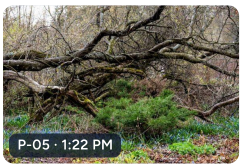
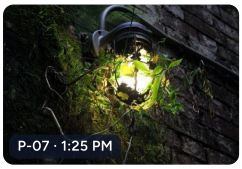
Prune, mulch, replace dead plantings, and add color at high-visibility locations near the entrance.

Priority order: First address the prompt-attention findings, then complete routine maintenance and presentation improvements.

SECTION 01

Property Presence & First Impression

31/100 · Requires Action

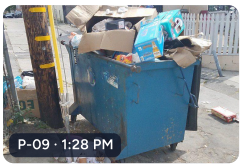
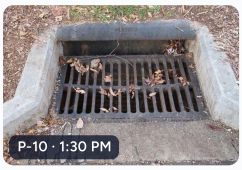
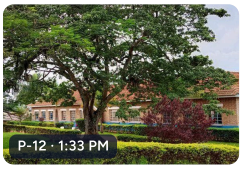
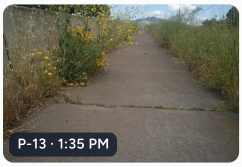
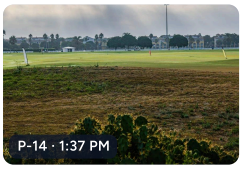
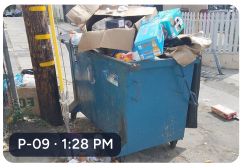
PHOTO	ITEM	INSPECTOR NOTES	STATUS
 P-02 · 1:17 PM	Property signage visible and in good condition	Sign faded and partially obscured	FAIR
 P-03 · 1:19 PM	Directional signage to leasing office clear	No directional signage found	FAIL
 P-04 · 1:20 PM	Overall curb appeal of the property	Needs landscaping refresh	FAIR
INSPECTED	Overall organization and appearance of the property	Generally orderly; presentation held back by grounds items	FAIR
 P-05 · 1:22 PM	Landscaping appearance from street view	Overgrown, dead shrubs along entrance	FAIL
 P-06 · 1:24 PM	Parking lot: appearance and striping	Striping completely worn in visitor lot	FAIL
 P-07 · 1:25 PM	Exterior lighting visible, operational and functioning properly	Two lights out near building D	FAIR
 P-08 · 1:27 PM	Mailbox area: condition and lighting	Several boxes have damaged locks	FAIR

Management recommendation: Install or update directional signs from the entrance and visitor parking to the leasing office so prospects can navigate without assistance.

SECTION 02

Grounds & Exterior Areas

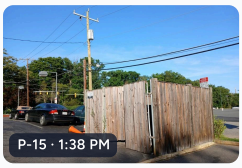
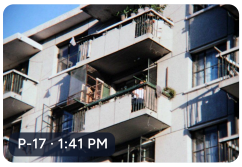
44/100 · Requires Action

PHOTO	ITEM	INSPECTOR NOTES	STATUS
 P-09 · 1:28 PM	Grounds free of trash and debris	Debris near dumpster area	FAIR
 P-10 · 1:30 PM	Storm drains: clear of debris	Inlets clear and flowing	PASS
 P-11 · 1:32 PM	Playground equipment safe and well maintained	Rust on slide support, missing rubber mat	FAIL
INSPECTED	No debris or items on roofs	None observed from grade	PASS
 P-12 · 1:33 PM	Trees trimmed and not touching buildings	Large branch touching building C roof	FAIL
 P-13 · 1:35 PM	No encroachment over sidewalks or parking	Hedge partially blocking sidewalk	FAIR
 P-14 · 1:37 PM	No bare or dead lawn areas	Multiple dead patches totaling ~500 sq ft	FAIL
INSPECTED	Shrubs and flowers maintained	Beds unmulched, some dead plantings	FAIR
 P-09 · 1:28 PM	Dumpsters clean	Overflowing on inspection day	FAIR

SECTION 02

Grounds & Exterior Areas (continued)

44/100 · Requires Action

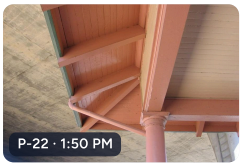
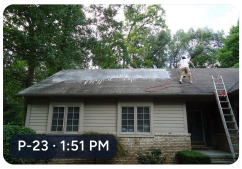
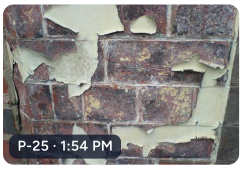
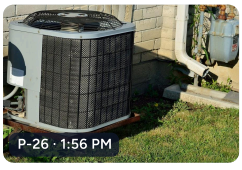
PHOTO	ITEM	INSPECTOR NOTES	STATUS
INSPECTED	Dumpsters in good condition	Dented but serviceable	FAIR
 P-15 · 1:38 PM	Dumpster enclosures in good condition	Gate broken, won't close	FAIL
 P-16 · 1:40 PM	Fencing maintained (perimeter & privacy)	Two sections leaning	FAIR
INSPECTED	No damaged sewer cleanouts or missing caps	All caps present	PASS
 P-17 · 1:41 PM	Patios and balconies clean	Several with stored items	FAIR
 P-18 · 1:43 PM	No trip hazards (holes, uneven surfaces)	Raised sidewalk section near bldg A, 2-inch lip	FAIL
INSPECTED	Gutters and downspouts secure and clean	Minor debris in gutters, bldg C	FAIR
INSPECTED	Windows and screens in good condition	5 units with torn screens	FAIR
 P-19 · 1:45 PM	Grill and picnic areas in good condition	Grill rusted	FAIR

Management recommendation: Close off unsafe equipment immediately, order repairs through a certified playground vendor, and document the fix with photos.

SECTION 03

Building Exterior Condition

39/100 · Requires Action

PHOTO	ITEM	INSPECTOR NOTES	STATUS
 P-20 · 1:46 PM	Buildings clean with no visible mold	Mold visible on north face of building B	FAIL
 P-21 · 1:48 PM	Exterior siding in good condition	Cracking in several areas	FAIR
 P-22 · 1:50 PM	Soffits and trim in good condition	Damaged soffit panels, bldg D	FAIR
INSPECTED	Foundation vents secure	All vents covered and secure	PASS
 P-23 · 1:51 PM	Roof shingles intact and in good condition	Granule loss visible on bldg A	FAIR
 P-24 · 1:53 PM	Exterior wood rot present or not	Active rot on fascia, buildings B and D	FAIL
 P-25 · 1:54 PM	Exterior paint condition	Extensive peeling on all buildings	FAIL
INSPECTED	Patio structures secure	Two loose patio railings	FAIR
 P-26 · 1:56 PM	HVAC condenser units properly installed and maintained	Vegetation encroaching on 3 units	FAIR

Management recommendation: Soft-wash the affected elevations to remove mold and mildew, then correct the moisture source: gutters, sprinkler overspray, or shade.

SECTION 04

Parking & Hard Surfaces

13/100 · Requires Action



Parking lots free of potholes FAIL

5 potholes, largest is 14 inches



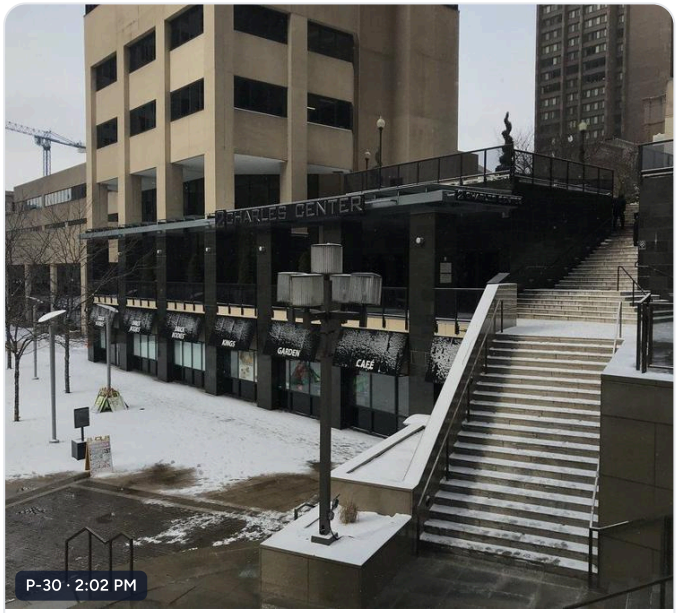
Asphalt deterioration or gatoring present FAIL

Extensive gatoring across main lot



Sidewalks and curbs in good condition FAIL

Multiple cracked and raised sections



Stairs stable and safe FAIR

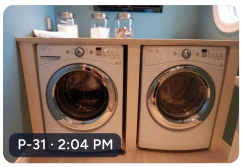
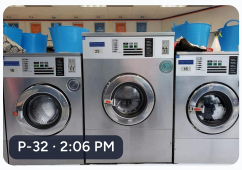
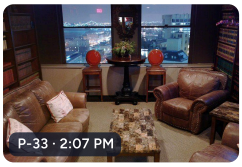
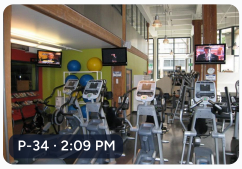
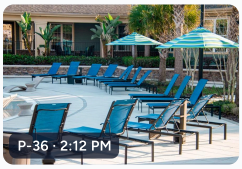
Handrail loose on building C stairs

Management recommendation: Patch potholes and grind or replace raised sidewalk sections first; these are the property's clearest liability exposures.

SECTION 05

Common Areas & Amenities

Qualitative · Needs prompt attention

PHOTO	ITEM	INSPECTOR NOTES	STATUS
 P-31 · 2:04 PM	Laundry rooms clean and functional	Floor dirty, lint buildup	FAIR
 P-32 · 2:06 PM	Laundry machines operational	2 of 4 washers out of service	FAIL
 P-33 · 2:07 PM	Clubhouse condition	Dated but functional	FAIR
 P-34 · 2:09 PM	Fitness center condition	Equipment broken, room poorly ventilated	FAIL
 P-35 · 2:11 PM	Pool area condition	Pool closed for season	FAIR
 P-36 · 2:12 PM	Pool furniture and deck condition	Several cracked deck tiles	FAIR

Management recommendation: Restore the two out-of-service washers and the fitness equipment, then set a weekly amenity walk so outages are caught before residents report them.

SECTION 06

Safety & Maintenance

25/100 · Requires Action



Required workplace safety posters displayed FAIL

No safety posters displayed



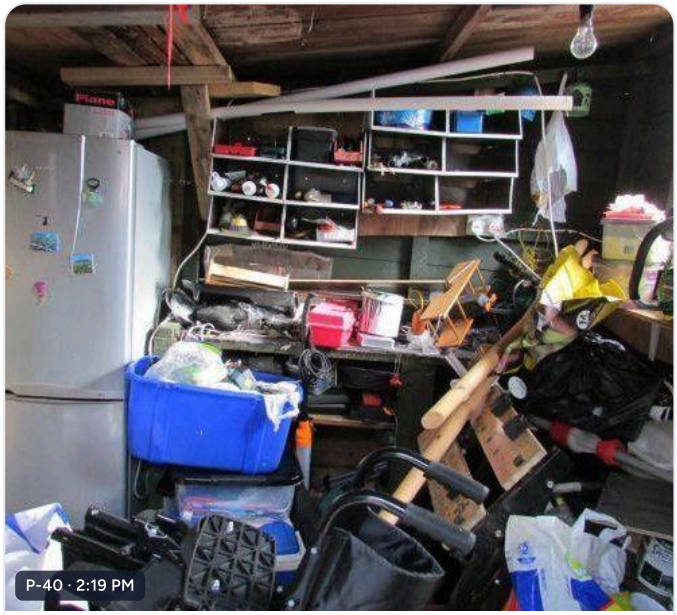
Safety equipment available FAIR

Fire extinguisher expired



Maintenance equipment properly stored and clean FAIR

Chemicals not properly stored



Maintenance shop organized and clean FAIL

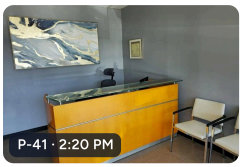
Cluttered, tripping hazards

Management recommendation: Order the current federal and state labor law posters and display them in the office and maintenance areas.

SECTION 07

Management, Staff & Leasing

Qualitative · Needs follow-through

PHOTO	ITEM	INSPECTOR NOTES	STATUS
 P-41 · 2:20 PM	Staff greeting upon arrival	Waited 5 minutes	FAIR
IN PERSON	Professional appearance	Business casual, name badges worn	PASS
IN PERSON	Staff friendly and welcoming	Warm and conversational	PASS
IN PERSON	Staff knowledgeable about property	Unfamiliar with maintenance schedule	FAIR
IN PERSON	Staff able to explain rent and fees	Clear breakdown of fees	PASS
IN PERSON	Staff responsive to questions	Answered most questions; one follow-up promised	FAIR
IN PERSON	Staff offered a property tour	Full tour offered and given	PASS
IN PERSON	Staff knowledgeable about units, rent amount and terms	Had to check pricing multiple times	FAIR

Management recommendation: Coach the team on a consistent greeting standard: every visitor acknowledged within 30 seconds of walking in.

PEOPLE MET DURING THE VISIT

LEASING MANAGER

Dana Whitfield

Conducted the tour

Friendly and well informed; walked the full property without hesitation.

MAINTENANCE

Marcus Reed

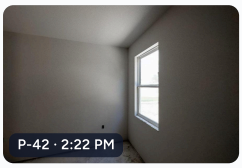
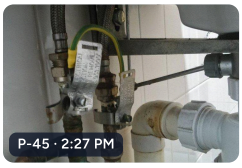
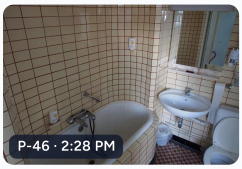
Did not conduct the tour

Briefly discussed the repair backlog.

SECTION 08

Apartment Unit Interior

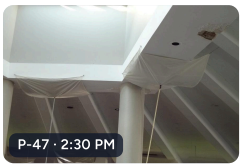
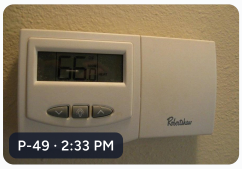
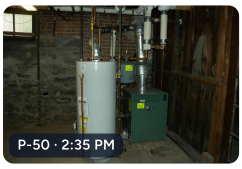
56/100 · Below Standard

PHOTO	ITEM	INSPECTOR NOTES	STATUS
INSPECTED	Overall cleanliness of the unit	Dusty, minor debris	FAIR
 P-42 · 2:22 PM	Condition of walls, ceilings, floors	Scuff marks, nail holes	FAIR
INSPECTED	Odors or moisture present	Musty odor in bathroom	FAIL
 P-43 · 2:24 PM	Kitchen cabinets condition	Hinges loose on two doors	FAIR
INSPECTED	Kitchen countertops condition	Clean, no chips or burns	PASS
 P-44 · 2:25 PM	Kitchen appliances working	Dishwasher runs but doesn't clean	FAIR
 P-45 · 2:27 PM	Kitchen sink and plumbing leaks	Active leak under sink	FAIL
INSPECTED	Bathroom toilet functioning	Flushes and refills normally	PASS
INSPECTED	Bathroom sink plumbing	No leaks, good drainage	PASS
 P-46 · 2:28 PM	Bathroom shower/tub condition	Cracked tile, mold in grout	FAIL

SECTION 08

Apartment Unit Interior (continued)

56/100 · Below Standard

PHOTO	ITEM	INSPECTOR NOTES	STATUS
 P-47 · 2:30 PM	Bathroom mold or water damage	Water staining on ceiling	FAIL
 P-48 · 2:32 PM	Living areas flooring condition	Carpet worn, stained	FAIR
INSPECTED	Living areas windows and screens	Screen torn	FAIR
INSPECTED	Living areas doors functioning properly	All doors latch and lock	PASS
INSPECTED	Electrical outlets working	All tested outlets live	PASS
 P-49 · 2:33 PM	HVAC working	Slow to cool	FAIR
 P-50 · 2:35 PM	Water heater condition	Older unit, shows corrosion	FAIR
 P-51 · 2:37 PM	Smoke detectors present and working	Present; test button sounded	PASS

Management recommendation: Find and fix the source of the odor or moisture: leaks, ventilation, or carpets, then deodorize; do not mask it with air freshener.

INSPECTOR NOTES

Action Plan & Detailed Findings

Independent observations from the inspecting TourNTell agent, reorganized by management priority for the property owner and management team.

1. Areas of Concern

This property shows significant deferred maintenance across multiple categories. The parking lot potholes and sidewalk trip hazards represent immediate liability concerns. The mold on Building B and active plumbing leak in the inspected unit suggest moisture management issues that could worsen rapidly. The playground equipment rust and missing safety mats are a child safety concern.

2. Safety Observations

1. Playground: rust on slide support structure, missing impact-absorbing rubber mat (P-11).
2. Raised sidewalk near Building A: 2-inch lip, active trip hazard on main path (P-18).
3. Parking lot potholes: 5 documented, largest is 14 inches (P-27).
4. Maintenance shop: cluttered with tripping hazards, chemicals improperly stored (P-40).
5. Fire extinguisher expired in maintenance area (P-38).
6. Building C stairs: loose handrail (P-30).

3. Recommended Repairs

PRIORITY 1 Patch 5 parking lot potholes immediately · Level raised sidewalk section near Building A · Replace playground rubber mats and treat rust · Remediate mold on Building B north face.

PRIORITY 2 Repair fascia rot on Buildings B and D · Fix kitchen sink leak in inspected unit · Re-caulk and re-tile bathroom shower · Repair dumpster enclosure gate.

PRIORITY 3 Replace expired fire extinguisher · Secure Building C stair handrail · Repaint all building exteriors · Replace torn window screens (5 units).

RECOMMENDED MANAGEMENT SEQUENCE

1. **Required workplace safety posters missing**
   Order the current federal and state labor law posters and display them in the office and maintenance areas.
2. **Maintenance shop disorganized**
   Set a shop standard: labeled storage, clear aisles, and secured chemicals, then audit it monthly.
3. **Visible mold or mildew on buildings**
   Soft-wash the affected elevations to remove mold and mildew, then correct the moisture source: gutters, sprinkler overspray, or shade.
4. **Exterior wood rot present**
   Cut out and replace rotted wood, then find and fix the water source before repainting; painting over rot only hides the spread.
5. **Exterior paint failing**
   Scrape and repaint failing areas, prioritizing the sun- and weather-exposed elevations that protect the siding underneath.
6. **Playground equipment unsafe or poorly maintained**
   Close off unsafe equipment immediately, order repairs through a certified playground vendor, and document the fix with photos.
7. **Complete routine work: safety equipment incomplete**
   Handle this through normal maintenance after the priority items above.

MANAGEMENT PRIORITY

Prompt Attention

The priority findings should be addressed before routine value-add work.

ABOUT THIS REPORT

Report Details

This report was produced from an unannounced inspection by a certified TourNTell agent using the inspection notes and geo-stamped photographs captured for Pinecrest Village. Findings are independent observations of visible conditions at the time of the visit. Items identified as not verified were not function-tested or could not be confirmed from the inspection materials. This document is confidential and prepared solely for the property owner.

PREPARED FOR	PROPERTY
The Property Owner Pinecrest Village	**8550 Pinecrest Lane, Charlotte, NC 28210** Multi-Family Residential · 120 units
REPORT / DATES	**INSPECTOR**
TT-SAMP Inspected March 8, 2026 · Issued March 9, 2026	**Badge TT-AG-0417** Comprehensive inspection · 51 photos

Owner takeaway: Executing the prioritized actions in this report will allow Pinecrest Village's presentation to match its strongest areas. Overall score this visit: **45/100 (Requires Action)**.

BASIC INSPECTION

20+ photos

Exterior, grounds, amenities and leasing experience

COMPREHENSIVE INSPECTION · THIS REPORT

40+ photos

Everything in Basic plus unit interior, maintenance shop and safety compliance

RECOMMENDED NEXT STEPS

1. **Review with your manager**
   Walk through the 6 priority findings and assign an owner and target date to each.
2. **Complete priority repairs**
   Address safety and moisture items first, then fold routine upkeep into normal maintenance.
3. **Verify with a follow-up visit**
   Schedule a re-inspection in 60 to 90 days to confirm repairs and track the score change.

VERIFIED VISIT	ON SITE	GEO-STAMP
TT-SAMP · Badge TT-AG-0417	1:12 PM – 2:47 PM ET · March 8, 2026	35.1487° N, 80.8398° W

Questions regarding this report may be directed to **reports@tourntell.com** or **tourntell.com**.