



**CAROLINA** MOVES

FLAT FEE PROPERTY MANAGEMENT

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# TENANT HANDBOOK

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**Disclaimer** : This handbook is provided for informational purposes only and does not constitute a portion of your rental agreement (lease). Please review your rental agreement carefully, familiarize yourself with its contents and do not hesitate to contact us with any questions or any additional information you need. The intention of this Handbook is to help clarify the tenancy process and provide general information.

## WELCOME LETTER

Dear New Tenant,

Welcome to the Carolina Moves family! As your new property management team, we would like to welcome you to your new rental home and thank you for choosing to work with us. The purpose of this handbook is to assist you with caring for your home and also to answer the most common questions you may have while working with us.

Please take a moment to read through this handbook. It will give you all the basic information you will need to get started and settled into your new home. If you have any questions, feel free to call us at 864-475-1234 or email [info@carolinamoves.com](mailto:info@carolinamoves.com)

We look forward to a long-term partnership!

Sincerely,

**The Management Team**

## **PAYING RENT**

### **When is rent due?**

- Rent is due on the 1<sup>st</sup> of each month and is considered late after the 5<sup>th</sup>. Please note, this is irrespective of weekends and holidays. Late fees are charged at \$25/day starting on the 6<sup>th</sup> day of each month. Variations may exist for this policy, so please consult your rental agreement terms.

### **How to pay rent:**

- Rent can be paid online through your tenant portal at no extra charge. Simply enter your bank routing & account numbers and select one time or recurring payments.
- You may also pay rent by check, money order or cashier's check payable to Carolina Moves. Check payments may be made at our office during normal business hours or placed in our after-hours drop box located outside of our office by the parking area. Please be sure all drop box payments are in an envelope clearly marked with your name and address.
- Rent checks can be paid by mail to Carolina Moves, PO Box 461, Greenville SC 29602. Please do not mail cash.
- Rent can be paid at any branch of Regions Bank. They will accept cash payments. Please tell the teller you are depositing to Carolina Moves and make sure to write your address on the deposit slip.

### **Important notes:**

- Write your name and property address on the check or money order to ensure that you are properly credited for the rental payment.
- Management is not responsible for incomplete money orders or rent payments not clearly marked with tenant's name and address. Payments at the office must be handed to an agent or placed in the drop box. Do not leave payments at the office door if the door is locked.
- Office hours are Monday through Friday from 8:30 AM to 4:30 PM.
- If a payment is returned for insufficient funds (NSF), all charges including the NSF of \$35 and any late fees will be charged to you.

## THE BASICS

- **Rental agreement:** The duration of your rental agreement is fixed and specified in the lease. Any early termination will incur the full break lease penalty as stated in your lease agreement. Any change to your rental agreement must be discussed with the Property Manager.
- **Security deposits:** Your security deposit can not be used to pay last month's rent or any other charges. It is held in the Trust account until you move out, and legally can only be used after you have ended your tenancy. After you have moved out, it can take up to 30 days for your deposit to be returned, minus any deductions (if applicable).
- **Pets:** Animals are only allowed with prior approval of the owner and the management company. Please ask a Property Manager if you have any questions regarding pet eligibility and fees. Upon move-out, remember that the property must be professionally treated for odor and pests.
- **Keys:** If you lose your key or lock yourself out of your home during office hours, there is a \$25 charge to make a copy of our back-up set of keys. After office hours, there is a minimum \$100 fee for a key copy.
- **Yard & Grounds Maintenance:** Please check your lease agreement. If you are responsible for maintaining your yard/landscaping, please maintain regular service to the weeds, mulch, grass, and trees/bushes. Should the neighborhood HOA issue any violations or assess any fees for landscaping upkeep, those charges will be placed on your ledger and Carolina Moves may contract a professional landscaper for your unit and place those charges on your ledger. Please see your lease agreement for details.
- **Vehicle Parking:** Only approved and operational vehicles are allowed on the driveway or in the garage. No street parking.
- **Guests:** Any guest(s) staying longer than 14 days will require approval by the management company. Consult your rental agreement for more details.
- **Noise:** You are subject to all laws pertaining to noise and your rental agreement may also have more specific rules depending upon your community.
- **Routine maintenance:** As you become more settled in your new rental home it is important to manage routine maintenance items. Here are **some examples** of maintenance items you as responsible for:
  - Replacement of light bulbs
  - Cleaning or replacement of furnace filters (if applicable)
  - Regular lawn maintenance (If applicable)
  - Replacement of batteries in smoke detectors and CO2 detectors

### **Submitting a maintenance request:**

- If a maintenance issue should arise, please complete a maintenance request online at [www.carolinamovespm.com](http://www.carolinamovespm.com). Any emergencies can be called in to our office at 864-475-1234.
- We ask that you submit maintenance requests in writing to avoid confusion and to ensure that we have a clear record of your request. When making a request, be as specific as possible about the problem and attach pictures.
- Once we have received your request, our office may contact you or you may hear from the vendor directly. Please return any vendor calls/messages promptly so you can schedule an appointment. You may also give vendors permission to pick-up a key at our office to complete the work order. If you have not responded to a vendor appointment request after 48hrs, the vendor will be given a key and you will be notified that they will come and complete the work order.
- Tenants are responsible for securing pets while estimates are given and any work is performed.

**OUR GREENVILLE OFFICE**

**Address** : 330 Pelham Rd, Ste 210B, Greenville SC 29615

**Business Hours** : 8:30 AM to 4:30 PM, Monday through Friday

**Telephone Number**

**Voice** : (864) 475 – 1234

**Fax** : (864) 520 – 8232

**Emergency** : (864) 475 – 1234 Ext: 9

**Email address** : info@carolinamoves.com

\*Please submit a maintenance request on our website: <http://www.carolinamovespm.com>

# Greenville SC Utility Service Providers

## Contact Numbers for Greater Greenville Area

### Utility Service Providers

#### Electric

- Duke Energy – (800) 777-9898
- Greer CPW – (864) 848-5500
- Laurens Electric – (800) 942-3141
- Blue Ridge Co-Op – (800) 240-3400
- Broad River Electric – (866) 687-2667

#### Water

- Greenville Water System – (864) 241-6000
- Spartanburg Water System – (864) 582-6375
- Greer CPW – (864) 848-5500
- Powdersville Water District – (864) 269-5440
- Laurens County Water District – (864) 682-3250
- City of Anderson – (864) 260-6347

#### Sanitation

- Greenville County – (864) 467-4345
- City of Greenville – (864) 232-6721
- City of Spartanburg – (864) 596-2000
- City of Simpsonville – (864) 967-9531
- City of Greer – (864) 848-2150

#### Gas

- Piedmont Natural Gas – (800) 752-7504
- Greer CPW – (864) 848-5500
- Fort Hill Natural Gas – (864) 850-7132



## EMERGENCY PROCEDURES

In the case of a medical, fire, or other emergency situation always call your local emergency number or 911.

Maintenance Emergency Procedure: If you experience an emergency situation, please follow the steps outlined below. Please note, if the problem occurs in the middle of the night, it is very unlikely we will be able to dispatch a contractor to the property until the morning, so please try and contain the emergency as best as possible.

- The specific definition of a maintenance emergency is: an issue that is dangerous, hazardous, or if not addressed immediately could cause damage to the property or your personal well-being (e.g., flooding, no heat in the winter, or gas leak).
- An emergency is NOT an annoying sound with smoke alarms, air conditioning failure, appliance malfunction, drain stoppage and the like. While inconvenient, these are not considered emergencies and will be handled by our office on the following business day.
- If the situation is considered a maintenance emergency and **occurs during normal business hours**, please call our office, then follow-up with a maintenance request.
- If the situation **occurs after business** hours, please call our main office line and press 9 to reach our after hours dispatch line.

### **Emergency Maintenance Checklist For Heating Issues (complete prior to contacting Property Manager):**

#### Electric Heat

- Check the thermostat to see that the controls are set properly
- Check all the fuses and circuit breaker
- Check the access panel to the blower compartment to ensure the panel is securely closed
- Check the filter and ensure it has been replaced in the last six months

#### Gas Heat

- Check the thermostat to see that the controls are set properly
- Check all the fuses and circuit breakers
- Check the access panel to the blower compartment to ensure the panel is securely close
- Test any other gas appliances to determine if service has been interrupted

## Oil Heat

- Make sure the emergency shut off switch is in the “on” position
- Check oil level in the fuel tank
- Check thermostat, fuses, circuit breakers and blower compartment panel to ensure normal operation (see above)

In all cases, slightly open an indoor faucet and allow it to drip to prevent freezing until the heating system is operational.

**Water Related Issues:** If water is running onto floors from any appliance, fixture or pipe, close the shut off valve for the appliance / fixture or shut off the main valve for the property. Once the water has been shut off, please call our office to report the situation.

## MAINTAINING FIXTURES and APPLIANCES

### Furnace and wall heaters:

- All tenants are responsible for cleaning/or replacing the furnace filter at the beginning of the fall heating season. Problems caused by failure to clean / replace the filter will be the tenant’s responsibility.
- Dust can accumulate at furnace vents as well as at fan vents. A small broom brushed across the vent openings will clear away any dust and help the furnace or fan operate efficiently.
- Remember, heat pumps usually do not circulate warm air like gas furnaces do, unless they are run on the “Emergency Heat” setting which activates the resistance heat mechanism.

### Gas wall heaters:

- If your residence has a gas wall heater, it is important to turn off the heater when it is not needed. On any gas appliance, new or old, if the pilot light goes out you may detect a gas odor, which should dissipate in a few minutes after airing out the room. **If the odor persists call the gas company immediately.**

### Humidifier:

- Ensure that the water supply valve is open and set the control to your comfort level. Set it to the “off” position during the cooling season and shut off the water supply valve.

## Central air conditioning:

- Air conditioning can only lower the inside temperature 10 or 15 degrees lower than the outside temperature. Before calling for service, please be sure that the unit is actually malfunctioning and not just set at a excessively low temperature. Remember to replace air filters every 30 days.

## Window air conditioning:

- These units should be used sparingly as they are susceptible to icing, especially at lower fan speeds.

## Power:

- If the power goes out in your unit or house, first check to see if the whole area is without power. If out in the area, report outage to the local power authority.
- If the power is only out in your house / unit, check the circuit breaker panel. One or more circuits may be tripped, and you may see the switches in the off position. If no switch is off, turn each switch off, then on to reset the circuits, if this doesn't solve the problem, report a maintenance emergency.

## Drains:

- AVOID letting food and hair get down the drains. Clogged drains caused by hair and/or grease are the tenant's responsibility. Some dishwashers will clog if food left on the dishes when put into the dishwasher.
- An excellent drain cleaning / clearing solution recipe is: 1 cup salt, 1 cup baking soda, 1 cup vinegar, followed by 8 cups boiling water. We recommend performing this treatment monthly to avoid build-up.
- Hardware stores carry "hair catchers" to place in sink and tub drains that can significantly help keep to drains free of hair.
- Many homes and apartments have low-flow toilets that tend to clog or back up if too much paper is flushed. You may need to continue and hold down the handle when flushing to avoid clogs. Tenants must be prepared to plunge the toilet to clear clogs and avoid damage from over-flows. Do not put ANYTHING other than toilet tissue into the toilet. Tenant will be responsible for clogs/damage caused by flushing items other than toilet tissue (this includes feminine hygiene products and so called "flushable" wipes).

## Garbage disposals:

- ALWAYS run water while the disposal is operating to avoid damage to the unit. Let the water run long enough to grind all the material in the disposal. Then, let the water run for 10-15 seconds after turning off the disposal. Learn to recognize the sound the machine makes when completely free of garbage.
- Disposals are designed to grind up organic items only. Any damage to the garbage disposal caused by inorganic material allowed into the disposal is the tenant's responsibility.
- If the unit becomes inoperable, ALWAYS be sure to check the power switch first (usually under the sink), then try the reset button (somewhere on the machine), and remove all contents.

## Refrigerator coils and drip pans:

- Keep reasonably clean behind and underneath the refrigerator. Coils and drip pans will require cleaning. If drip pans are not kept clean, the pans can start to develop a strong odor. Please take the time to get acquainted with the appliances in your unit.

## Fireplaces:

- Please use responsibly and become familiar with operating the fireplace.
- Be sure a fireplace screen is in place when a fire is burning to prevent hot ashes from escaping and burning the floor covering.

## Stove or oven:

- Please familiarize yourself with the bake, broil, time bake and self-clean controls, so you don't inadvertently leave burners or oven on. To operate the self-cleaning features, please follow the instructions of the appliance. For continuous cleaning ovens, use soap and water to clean. Please do not use oven cleaners or abrasives as this will ruin the finish.

## Water damage:

- Tenants must take care to avoid water damage caused by allowing water to sit on counters and floors.
- Care must be taken to ensure that shower curtains are inside the tub, and that shower doors are completely closed when taking a shower. Water on tile floors can seep through the grout and cause dry rot on the underlayment and discolor the vinyl. Water can also seep around the edges of linoleum and damage the flooring below. We recommend putting a mat, towel or rug on the floor to step on when exiting the tub or shower. **Please be aware that rubber backed mats can discolor vinyl floors, and the tenant could be charged to replace the floor at move-out.**

## Sliding glass doors, screen doors and shower tracks:

- It is imperative that dirt and debris regularly be cleaned out of sliding door tracks. Opening and closing doors over debris that frequently accumulates in the tracks can damage the wheels on sliding doors, especially the heavy glass sliders.
- **Please do not use oil or WD40 to lubricate slider doors or screens. They only attract dirt and gum up the wheel mechanisms.**
- In order to slow the growth of mildew in the tracks of sliding and shower doors, please use an old toothbrush and do a regular monthly cleaning. It's much easier than doing one major cleaning at move-out.

## House Plants:

- Be sure plant saucers are kept under all potted plants. Water run-off will stain or damage most surfaces, and damages from household plants will be the tenant's responsibility.

## Kitchen Counters:

- To avoid costly damage from nicks and cuts in counter tops, please use a cutting board at all times.

## Ceramic tile — Tub and Shower Walls:

- Dilute 1 part white vinegar in 5 parts water for cleaning all ceramic tiles and fiberglass tub surrounds.
- NEVER use scrubbing cleansers like Comet or AJAX on fiberglass tub surrounds, as these products will permanently scratch the surfaces.

## Mini Blinds:

- Do not soak mini blinds. Spray them with a mild soap and water solution and wipe them down.

## Smoke and Co2 Detectors:

- Tenants are responsible for changing batteries in smoke and CO2 detectors. We recommend changing batteries at the beginning and end of daylight savings time.
- Note that AC/DC powered detectors will usually require 9 Volt batteries and each detector will need to be tested to stop beeping.

## Wood decks and porches:

- Potted plants and flowers add beauty and appeal to a property. Please put “feet” or saucers under them to prevent water run-off from rotting or discoloring the deck.

## Hardwood Floors:

- When cleaning or applying oil to hardwood floors only use a soft cloth. It is best to sweep and dust regularly.
- Kitchen areas only: at least once every 3 months, clean floors with a small amount of vinegar diluted in water.
- Use throw rugs in front of the sink and the stove to protect these areas from water and grease.

## Marble and Granite:

- Never use any acidic or abrasive cleaning products including vinegar. It is best to use warm water and a sponge with a small amount of dishwashing liquid such as Dawn or Joy.
- Marble is a porous material. Be careful that water run-off from plants is not left standing on the surface. It will permanently stain the marble.

## **SEASONAL MAINTENANCE**

### **Interior:**

- Clean or replace the air filter regularly. Tenants are responsible for cleaning or replacing the furnace filter at the beginning of the fall heating season. Problems caused by failure to clean / replace the filter will be the tenant's responsibility.
- Set the thermostat to an appropriate heat level for winter and cool level for summer. Note that you will be held liable for any damage incurred due to turning off the heat when leaving on vacation during the winter.
- Inspect all supply and return vents for cleanliness and obstructions. For radiant heat systems, inspect for leaking valves or radiators.
- When not using the fireplace, ensure that the damper is in good operating condition and closed.
- Inspect the flue and chimney and ensure it is unobstructed. Periodic inspection and cleaning are strongly recommended; however, this is typically a tenant expense.
- Test all smoke detectors on a regular basis. Battery operated models will begin to make an intermittent beep when the battery is running low. Replace batteries in the fall and spring.

### **Exterior:**

#### Lawn and Shrubbery

- Maintain the lawn and shrubs surrounding your unit. Remove leaves and branches in the fall.

#### Gutters

- Inspect to ensure that all gutters are free and clear of debris. They should drain freely away from the foundation.

#### Winterization: Faucets and Outlets

- Wrap all outside facets. If possible, close the isolation valve and open the outdoor faucet. Remember during the spring to close the faucet before opening the shut-off valve.
- Cap all outside electrical outlets or disconnect the appropriate fuse or circuit breakers.

## VACATING CHECKLIST

We understand that moving can be a stressful and busy time. However, there are some important items to consider when moving, which if done properly will save you time and money in the long run. A deep and thorough cleaning is required to return the unit in the condition that you received it. If you have any questions, please contact your property manager and be sure to reference the **checklist provided in your rental agreement.**

### General:

- Provide a written notice of your intent to vacate with a 60 day notice as stated in your lease. This written notice must be RECEIVED in the office and signed by all tenants on the lease within this timeframe.
- Complete change of address cards for the post office and provide our office with a forwarding address.
- All utilities must remain on, with the thermostat set no lower than 55 degrees to prevent freezing of pipes. Tenant will be responsible if heater is turned off or is below 55 degrees.

### Refrigerator:

- Defrost freezer if needed. **DO NOT** use sharp tools to pry ice off.
- Wash inside of refrigerator with warm water and baking soda. Clean door gasket.
- Take out refrigerator shelves and drawers and wash in warm water, dry and replace. Clean under lower drawers.
- Wash and dry outside of refrigerator and vacuum back and lower grills.
- Move refrigerator from wall and clean underneath. **DO NOT TURN OFF!**
- Sweep down cobwebs on walls and ceiling.
- Replace light with an appliance bulb, if necessary.

### Stove:

- Remove racks and broiler pan; soak in hot water and clean, dry well.
- Clean inside of oven, top of stove, knobs, under elements, under burner pans and drawer.
- Wash and dry outside of stove.
- Replace oven light with appliance bulb if burned out.
- Replace burner pans.
- Move stove out and clean wall and floor.

### Cabinets and Drawers:

- Wash cupboards inside and out.
- Wipe out drawers with damp rag.
- Clean sink, basin and counter tops well.
- Make sure garbage disposal is empty and clean.



## Miscellaneous in and around Kitchen:

- Wash all light fixtures in warm water and soap. Clean switch plates.
- Clean inside and out of dishwasher; include inside seal.
- Wash range hood and clean filter. Change appliance bulb, if necessary.
- Wash windows, blinds, screens, and clean sills and tracks
- Scrub kitchen floor, including under moveable appliances and baseboards.

## Living Room:

- Wash windows, sills and clean tracks.
- Clean light fixtures and switch plates.
- Sweep down cobwebs.
- Vacuum carpet and clean baseboards.
- Clean drapes / blinds.
- Clean out fireplace(s); wash screen and doors.

## Bedrooms:

- Sweep down cobwebs.
- Wash light fixtures and switch plates.
- Wash windows, clean sills and tracks.
- Vacuum carpet and clean baseboards.

## Bathrooms:

- Clean bathtub, tile around tub, sink door and fixtures.
- Clean inside and outside of toilet. These should be free of soap scum.
- Scrub floor, baseboards and behind toilet.
- Clean inside of medicine cabinet.
- Wash mirror.
- Clean windows, sills and tracks.
- Clean fan.
- Clean vanity inside and out, including drawers.
- Wipe toilet paper holder and towel rods.
- Clean light and switch plates.

## Miscellaneous:

- Replace furnace filter.
- Wash inside and outside of front and back doors.
- Clean tracks of sliding doors.
- Replace ALL burned out bulbs.
- Clean and dry inside and outside of washer and dryer. Clean lint trap.
- Pull out washer / dryer and clean floor.
- Wash all doors, especially around knobs.
- Sweep garage and sweep down cobwebs. Clean windows.
- Mow and weed yard.
- Haul all trash away.
- Clean out all floor vents.

Final:

- Return keys to office after COMPLETELY done with move out and cleaning. Property must be vacated no later than NOON on the last day of your lease agreement.

**Reminder:** Note that carpets are required to be professionally steam cleaned and house given a detailed cleaning.

**Disclaimer:** Management has the final authority to determine how much of the deposit shall be refunded in accordance with the conditions set forth in the Rental Agreement.