

105 Crayton Street Anderson SC 29621

# FOOTHILLS PROPERTY MANAGEMENT

Phone: 864.760.0661 Web: [www.Foothillspm.com](http://www.Foothillspm.com) Email: [Info@foothillspm.com](mailto:Info@foothillspm.com) Fax: 864.760.1661

## **TENANT MANUAL**

Upstate South Carolina:

105 Crayton Street  
Anderson, SC 29621  
Phone: (864)760-0661  
Fax: (864)760-1661

[info@foothillsPM.com](mailto:info@foothillsPM.com)  
[www.foothillsPM.com](http://www.foothillsPM.com)

# Table of Contents

<b>Foothills Property Management Welcomes You</b> .....	<b>4</b>
<b>Tenant Communication</b> .....	<b>5</b>
Telephone calls after hours.....	5
After hours calls .....	5
Emergency calls.....	5
Maintenance requests .....	5
Change of information .....	5
Email.....	5
Website .....	5
<b>General Office Information</b> .....	<b>6</b>
Address information .....	6
Communication.....	6
Office hours.....	6
Emergencies .....	6
<b>Moving In</b> .....	<b>6</b>
Move-in Checklist.....	6
Move-in inspection .....	6
Utility companies .....	7
<b>Protect Your Rental and Credit History</b> .....	<b>8</b>
Rent is due on the first, late on the fifth.....	8
Payment by U.S. Postal Mail .....	8
Payment by web.....	8
What will happen if you do not pay the rent? .....	8
Maintenance reimbursement .....	9
<b>Care of the Property</b> .....	<b>9</b>
Getting to know your residence.....	9
<b>Maintenance</b> .....	<b>10</b>
Tenant alterations.....	10
Tenant maintenance responsibilities.....	10
Plumbing problems .....	10
Garbage disposals .....	11
Procedures for requesting maintenance .....	11

What is an emergency?.....	11
Non-emergency repairs .....	11
Preventative cleaning tips.....	11
Energy saving tips.....	12
Renters insurance .....	13
Safety tips.....	13
Vacation checklist .....	13
<b>Frequently Asked Questions .....</b>	<b>14</b>
<b>When it is Time to Move .....</b>	<b>15</b>
Giving notice to vacate.....	15
Non-renewal .....	15
Early termination .....	15
Setting up your move-out appointment .....	15
Showings to prospective tenants during the notice period.....	16
Cleaning guide for tenant move-out.....	16
Physically hand keys to a FPM representative.....	17
Your security deposit refund.....	17
Security deposit refunds in South Carolina landlord-tenant law .....	17
<b>FPM Additional Tenant Forms .....</b>	<b>18</b>
Move-in Checklist/Utility Numbers.....	18
Move-in Inspection Form .....	18
Cleaning Guide for Tenant Move-out .....	18
Maintenance Request Form.....	18
Tenant information Change Form.....	18
Cable/Satellite/ TV Request .....	18
Notice to Vacate.....	18
<b>Conclusion .....</b>	<b>18</b>
<b>Signature.....</b>	<b>19</b>

# FOOTHILLS PROPERTY MANAGEMENT WELCOMES YOU

Foothills Property Management of Anderson, LLC welcomes you as a new resident. FPM is an abbreviation used in lieu of the full company name and is used throughout this Handbook.

To achieve a successful tenant/landlord relationship, we prepared the FPM Tenant Handbook to assist you with your tenancy. We recommend that you keep it in a convenient location so that you can refer to it easily.

You will find maintenance guidelines, rental payment instructions, general information, safety tips, vacation guidelines, emergency instructions, holiday tips, and more.

The owner of the property you have rented has retained FPM as their Property Management Company and representative to manage the property. Therefore, you need to contact FPM when you need assistance. See instructions for how to contact the FPM office on pages 5 and 6.

If you have questions or concerns on any of the information contained in this documentation, contact our office at any time. FPM is here to help you.

# TENANT COMMUNICATION

General office information is provided below. Communication is important in any area of life. Be sure to let FPM know what you need. Use the telephone, email, the FPM website or written correspondence to contact us. What is important is that you DO contact us when you need assistance. Remember FPM is here to help you.

## Telephone calls during office hours

During office hours, listed on page 6, staff is usually available to answer your call. Please state the reason for your call so that we can direct your call to the right person. If you get our voice mail system, leave a detailed message with your name, phone number, and the property address. A staff member will return your call.

## After hours calls

The voice mail system will take all messages after hours (please refer to office hours on page 6). Messages will be returned the following business day.

## Emergency calls

During normal office hours, immediately state if you have an emergency. If you reach the voice mail system during office hours or after the office is closed, immediately choose the emergency Ext 2 and leave a detailed message and someone will get back to you as soon as possible.

## Maintenance requests

Please remember that all maintenance requests must be in writing unless it is an emergency. This is in your Lease. The easiest way to log a maintenance request is to use the online maintenance request form at the FPM website, [www.FoothillsPM.com](http://www.FoothillsPM.com). There is a link to the maintenance request form on the Tenant Services page. You may also mail or FAX a maintenance request to us. A PDF form for this purpose may be downloaded from the FPM website on the Tenants page.

## Change of information

It is important that you notify FPM of any changes in your telephone, fax, cell numbers, or email. An information change form may be downloaded from the FPM website on the Tenants page.

## Email

Email is a great way to communicate. Please contact us at [Info@FoothillsPM.com](mailto:Info@FoothillsPM.com).

Please note that although communication by email is encouraged, FPM does not accept notices to vacate by email. FPM requires the Notice to Vacate in writing, and this form may be downloaded from the FPM Tenants page.

## Website

The FPM website, [www.FoothillsPM.com](http://www.FoothillsPM.com), contains important information for tenants. You may download a copy of this Tenant Handbook as well as other forms that will be helpful to you. You may also send emails to FPM directly from the website on the Contact Us page.

# GENERAL OFFICE INFORMATION

## Foothills Property Management of Anderson, LLC General Information

### Address information

105 Crayton Street  
Anderson, SC 29621

### Communication

Phone: (864) 760-0661  
FAX: (864) 760-1661

Email [Info@FoothillsPM.com](mailto:Info@FoothillsPM.com)  
Website [www.foothillspm.com](http://www.foothillspm.com)

### Office hours

Monday- Friday  
9:00am- 5:00pm

### Emergencies

Call: (864) 760-1664

## MOVING IN

### Move-in checklist

We have a helpful checklist to use when you are moving. Remember: all security deposits, pet fees, and rents must be paid and utilities transferred into your name before you are given a key.

### Move-in inspection

A move-in inspection form is included with your Lease. A copy of the move-in inspection form is also available for download on the Tenants page on the FPM website. The purpose of the move-in inspection form is for you to document any damage to the property for which you do not wish to be held financially responsible at move-out. According to your Lease, you have 48 hours from date the Lease begins to return this form to FPM. If you do not return the filled-out and signed form to FPM within 48 hours, then the existing form in the Lease (i.e., the blank one, showing no damages) shall become binding.

## Utility companies

It is your responsibility to have utilities turned on in your name prior to receiving keys to the property. FPM cancels the utilities on the first day of your Lease. To avoid discontinuation of service, contact the utility companies prior to move-in. Refer to your Lease to see which utilities you are responsible for and which are paid by the Landlord. A list of area utility providers is included below. There is also a link on the FPM website Tenants page that will help you identify service providers for the home you are leasing.

### ELECTRIC

Blue Ridge Electric Co-Op	(864)878-6326 or (800)240-3400
Duke Energy	(800)777-9898
Little River Electric Co-Op	(864)459-2141 or (800)459-2141

### GAS

Americas	(864)224-1669
Blossman	(864)226-3221
Fort Hill Gas	(864)847-7471
Heritage Propane	(800)441-7349
Piedmont Natural Gas	(800)752-7504

### CABLE

Charter Communications	(864)226-6605 or (888)438-2427
Helicon Cable	(864)225-3156 or (864)224-4423
West Carolina Cable	(864)446-2111

### WATER COMPANIES

Big Creek/Hammond	(864)847-4957
Broadway Water	(864)225-3821
Electric City Utilities	(864)260-6347
Homeland Park Water	(864)296-9766
Powdersville	(864)269-5440
Sandy Springs Water	(864)646-7729
Utility Services of SC	(800)367-4314 or (864)224-1344
West Anderson Water	(864)225-5741
City of Belton	(864)338-0058
Starr/Iva	(864)352-6717
City of Williamston	(864)847-7473
Town of Pendleton Water Works	(864)646-3622
Pioneer Water	(864)972-3082

### SEWER COMPANIES

Big Creek Hammond	(864)847-4957
Broadway Sewer	(864)225-3821
Electric City	(864)260-6347
Star Company	(864)296-5549
Starr/Iva	(864)352-6717

## TELEPHONE COMPANIES

AT&T (Bellsouth)	(888)757-6500
West Carolina Telephone	(864)446-2111

## GARBAGE PICK-UP

Anderson City	(864)231-2246
Garbage Pick-up	(864)224-5587
Loveless/Loveless	(864)224-2008

## PROTECT YOUR RENTAL AND CREDIT HISTORY

Some day you will eventually move out of the property. It is important that during your residency, you care for your rental history and credit. Most likely, you will either rent again or purchase a home. In either case, you will need good rental references and a good credit report. Avoid late rent payments, care for the property, and move out properly. This will give FPM the opportunity to provide a good reference for you when you vacate the property.

### Rent is due on the first, late after the fifth

Rent is due on the first day of each month. **Rent is late if received after the fifth.** If we receive your rent payment after the fifth day of the month, you must include a late fee equal to 10% of the rent. Please note that it does not matter what date the check was mailed; rent is considered paid when we receive it, not when you mail it. We suggest mailing your check several business days in advance to ensure that we receive it on time.

### Payment by U.S. Postal Mail

If you pay rent by U.S. Postal Mail, you must use our address listed below. Make your rent check payable to Foothills Property Management. Write your name and the address of your residence clearly on the check or money order.

Attn: Rent Payment  
Foothills Property Management  
105 Crayton Street  
Anderson, SC 29621

### Payment by web

You may pay your rent via PayPal from the FPM website 24 hours per day, 7 days per week. From the FPM home page, click on Pay Online, then enter in all information and click add to chart. Our electronic payment vendor is PayPal. Most tenants are able to follow the PayPal prompts and create an account with no difficulty. Occasionally there are problems. If you need assistance, contact PayPal technical support at 1-888-221-1161 between 4:00am and 10:00pm Monday through Friday pacific time or 6:00am and 8:00pm on Saturday and Sunday pacific time.

### What will happen if you do not pay the rent?

At FPM, we take our responsibilities seriously and expect our tenants to do the same. FPM's job is to ensure that our tenants get what they pay for, namely a well-maintained property. The tenant's job is to live in the property peacefully, care for it properly, and pay the rent when it is due.

When rent is not paid, here are the steps FPM will take:

1. On the sixth day of the month FPM sends a letter to all tenants whose rent has not been received. This letter notifies the tenant that rent has not been received and that a 10% late fee is due with the rent for that month. The letter requests the tenant to either pay the money owed or move out. The letter also

states that FPM will file for eviction at the county courthouse if rent is not received. This is technically called a “demand letter” and is the first step in the eviction process.

2. If the rent has not been received, FPM will file a dispossessory warrant at the county courthouse. At this point, in accordance with the terms of the Lease, a \$75 fee is added to the rent, which covers our expense for filing at the courthouse. A few days after we file, the county Sheriff will visit the property and serve the dispossessory warrant. If the tenant is not at home the Sheriff will serve the warrant by “tack and mail” (the warrant will be attached to the door and a copy placed in first class mail).
3. After a dispossessory has been filed, the tenant may get current by paying the rent plus a 10% late fee and the \$75 eviction fee (plus any other court costs or fees that may have accrued) and FPM will simply have the dispossessory dismissed. However, if FPM does not receive these funds then the eviction process will proceed.

FPM takes no pleasure in evicting any tenant. It is a fundamental truth, however, that you really do have to “pay to stay.”

Please note that once an eviction warrant has been filed, FPM cannot stop the county Sheriff from serving it. For example, if FPM files a dispossessory warrant on the 10<sup>th</sup> day of the month and we receive rent on the 11<sup>th</sup> day of the month, we will cancel the dispossessory warrant, but the Sheriff will still serve it. If you have brought your account current you may disregard the Sheriff’s warrant, but FPM cannot prevent the Sheriff from serving it.

## Maintenance reimbursement

Generally, FPM assigns a vendor to perform work you request in your residence. However, if you have contacted FPM and requested to perform the maintenance yourself and FPM has agreed in writing to reimburse you:

- Pay the bill and send the receipt to FPM. FPM will reimburse the amount due to you.
- Do NOT deduct the amount from your rent.

**FPM will not reimburse any tenant repairs that are not authorized in advance in writing.**

# CARE OF THE PROPERTY

## Getting to know your residence

When you move into a property, it is helpful to know where important items are located. Take the time to know or locate the:

- Main circuit breaker in case power goes out
- Gas shut off valve – turn off during emergencies for safety
- GFCI outlets – so you can check them if your plugs or appliances in the bathroom, kitchen, patio or garage fail to work
- Electric and/or gas meters to check your utility bills
- The main water shutoff valve in case of major flooding
- Water shutoff valves below the sinks and behind toilets in case of water leaks
- Method of cleaning for the oven so you use the right products
- Time bake knobs on the oven – in the event the oven will not work, these may be on

If you are uncertain about any of the above items, contact the FPM office for help.

# MAINTENANCE

When you rented the property, your Lease contained detailed maintenance instructions. Please review them before requesting a maintenance request. FPM has more tips in this handbook.

## Tenant alterations

It is the FPM policy that tenants do not make repairs or alterations. You agreed to this in the FPM Lease. If you do want to make a special request for renovation or repair to the property:

- Submit your request in writing **before** making any changes.
- Do not proceed with any work until you are notified by FPM.
- FPM will consult the owners to see if the request is acceptable to them.
- If the request is acceptable to the owner, tenants must do one of the following prior to vacating the property:
  - Leave the alterations if this is part of the owner's condition to accept the alteration/repair.
  - Return the property to its original state if this is part of the owner's condition to accept the alteration/repair and pay for any necessary repairs to restore the alteration/repair to its original state.
  - Sign an FPM agreement regarding the alteration/repair.

## Tenant maintenance responsibilities

The property owner has a duty to maintain your residence in compliance with the Uniform Housing Code. FPM has provided you with an easy-to-use maintenance request feature on the FPM website. Paper maintenance request forms are available on request. We want you to report maintenance items.

However, there are items that are the tenant's responsibility and we have listed them here. Please refer to maintenance discussions on your Lease for more details on the list below:

- Replacing smoke alarm batteries
- Replacing light bulbs with the correct size
- Reporting non-functioning smoke alarms immediately if fresh batteries do not solve the problem
- Reporting all necessary repairs
- Professional steam cleaning and spot cleaning of carpets while residing in the property
- Basic insect control after 30 days
- Basic rodent control, such as mice after 30 days
- Landscape cleanup if a service is not provided
- Reporting lack of landscape cleanup if a service IS provided in your Lease
- Reporting malfunctioning irrigation systems or sprinklers, even if it is the responsibility of a home owners association
- Disposal of all garbage in the proper receptacles and using the weekly pick up service
- Disposal of animal feces on the property even if you do not have a pet
- If the residence has a fireplace, use caution and care when operating the fireplace and disposing of ashes or coals. Do not dispose of coals in the fireplace until they have cooled outside for a week.
- Check to see if damper is open before starting a fire in the fireplace.
- Disposing of toxic waste properly in accordance with local and county laws

## Plumbing problems

The only items safe to put down the drains of the property are human waste and toilet paper. The following items are prohibited: paper towels, grease, tampons, sanitary napkins, food, condoms, paint, toys, and litter from pet waste. While Landlord is responsible to repair the plumbing systems when they wear out or break in the course of normal use, **Tenant is responsible for repairs caused by Tenant's negligence.** If Tenant puts any item down the drain other than human waste and toilet paper and causes a plumbing blockage, the resulting plumbing bill shall be paid by Tenant as additional rent upon notice by Landlord.

## Garbage disposals

Please be careful with your garbage disposal, if you have one. You will be charged the vendor fee for unblocking a garbage disposal if any of the following are found to have blocked the garbage disposal: Bones, banana peels, corn husks, pasta, cornmeal, stringy vegetables, “twister” seals, screws, nails, cigarette butts, flower clippings, toys, coins, grease, shellfish shells, celery, onion skins, potato peels, rice, meat fats, artichokes, bottle caps, rubber bands, string, popcorn kernels, egg shells, coffee grounds, glass, utensils, fruit pits, washcloths, or sponges. If you can’t chew it, don’t put it in the garbage disposal.

## Procedures for requesting maintenance

BEFORE calling FPM:

1. Determine if there is a true emergency or a non-emergency.
2. Check to see if you can determine the cause of the problem unless you have an emergency.

## What is an emergency?

There are few emergencies. An emergency is a life-threatening situation such as a fire, flood and/or uncontrollable water, electrical problem, gas leak, etc:

- Emergencies causing immediate danger such as fire, call 911
- Emergencies involving natural gas, call your gas service provider and if necessary, 911.
- Emergencies involving IMMEDIATE electrical danger, call your chosen power provider or 911.
- After contacting one of the above, call the FPM office and report the problem.
- An emergency is NOT a malfunctioning furnace, but FPM recognizes this is important and will make it a priority with vendors to have the heat working as soon as is possible.
- An emergency is NOT air conditioning, non-working dishwasher, sprinklers, etc.
- For emergencies such as backed up plumbing, flooding, tree damage, etc., call the FPM office number, (864)760-0661. If you get voice mail leave a detailed message with your complete contact information, property address, and a description of the problem, and we will be paged.

## Non-emergency repairs

- All maintenance requests must be made in writing. The easiest way to do this is via the Maintenance Request feature available on the FPM website ([www.foothillspm.com](http://www.foothillspm.com)). You may also submit maintenance requests by mail or FAX. Maintenance request forms may be downloaded from the FPM website on the Tenants page.
- In the FPM maintenance request form we ask you to specify whether you want the vendor to contact you for an appointment or for the FPM office to give a key to your unit to the vendor.
- Remember, this is a NON-EMERGENCY request and in most cases, the vendor will not be able to visit the property immediately.
- If you choose to meet the vendor, it is your responsibility to accommodate the vendor’s schedule. **If you request an appointment with a vendor but fail to show up, you will be charged the vendor’s trip fee.** Therefore, be certain to call the vendor with whom you made the appointment with as much notice as soon as possible if you are unable to keep an appointment.
- If you do not hear from a vendor or repair person within 5 – 7 business days, call the FPM office and inform us that a vendor has not contacted you.
- A FPM staff member will contact the vendor to find out the cause of the delay, and then inform you when to expect the vendor to call.

## Preventive cleaning tips

Cleaning is easier when you use a preventive approach.

- Always put away food and wipe up food debris.
- Clean pet bowls regularly to avoid attracting ants and other insects.
- Do not allow grease to build up in kitchens; use a sponge and soapy water regularly on counter tops, stovetops, and range.

- Avoid cooking with very high heat. This will add to more grease build-up and cause damage to appliances. It can also be dangerous.
- Avoid mildew by venting rooms and bathrooms properly, particularly after baths and showers.
- Clean bathroom tile or other surfaces regularly to prevent the buildup of grime.
- Clean toilets regularly to avoid buildup of grime, rings, and mildew.
- Mop tile, wood, and linoleum to avoid “dust bunnies” and the buildup of grime.
- Do not use wax on linoleum or tile.
- Vacuum all flooring regularly, particularly carpets. This will save in carpet cleaning bills.
- Regularly pick up debris and pet feces in outside areas.

## Energy saving tips

Saving water is important for the environment and can mean a lower utility bill for your residence as well:

- Always report water leaks to FPM as soon as possible
  - Report water dripping under sinks
  - Running toilets are big water wasters
  - Report malfunctioning sprinkler systems
  - Report standing pools of water
  - Report malfunctioning water appliances such as dishwashers and washing machines that come with the property
- Run the dishwasher only when it is fully loaded.
- Take shorter showers.
- Avoid letting the water continually run while shaving, brushing your teeth, or washing your face
- Be sure your water heater temperature is set properly. Note: do not turn the water heater up to high. This is a dangerous temperature level.
- Counsel all children on how to prevent wasting water.

To lower air conditioning bills:

- During warm or hot months, close the windows and doors to your home early in the day to keep cool air in, particularly when the air conditioner is running.
- Duke Energy recommends setting the thermostat at 78 degrees or higher.
- Close window coverings on the sunny side of the house during different times of the day; this can lower the temperature dramatically.
- Replace the air filter often and with the right size, at a minimum of every three months, monthly if you smoke. A clean filter helps the air conditioner to run more efficiently.
- When leaving your residence, turn the air conditioner up a few degrees. A closed house without activity normally stays cooler. This is particularly important when going on vacation.
- There is no reason to keep the residence in a frigid state while you are gone, but do not turn the air off on very hot days – it will only take longer and more energy to cool down.

To lower heating bills:

- During the cooler months, keep all windows and doors tightly closed.
- Report any major drafts to the FPM office.
- Use a reasonable level of heat in the residence. Sometimes, turning down the heat just a few degrees can reduce an energy bill. Duke Energy recommends a temperature of 55 degrees at night and 68 degrees in the daytime.
- Turn the heat down during the night and use warm covers and comforters.
- When leaving home, turn down the temperature on the thermostat.
- Do not turn the heat completely off. It will take more heat for a cold house than it will save. In addition, this could cause pipes to freeze, which will cause more problems.
- If there is a fireplace, close the damper if you are not using it, but be sure to open the fireplace if you do start a fire.

## Renters insurance

Renters insurance is required for all tenants leasing from FPM. Contact an insurance agent if you do not have renters insurance. You can find them in the telephone directory, search the Internet, or ask a friend. The Internet can also provide both information and comparison shopping. **To avoid a loss, acquire renters insurance now.** If you think it is not important, sit down and write out a list of your possessions in one column. In a second column, list how much it would cost to replace them. You will be surprised how the list can really add up.

## Safety tips

The safety of you and your family is important to FPM and many things can affect it. Here are some tips to follow:

- Unplug all heat-producing appliances like toasters, irons, and coffee makers when they are not in use to prevent fire hazards.
- Never leave a stove or oven unattended; turn off all stove and oven appliances when you leave the house.
- Never leave heating pads and electric blankets on indefinitely and turn them off when you leave the residence to prevent fire hazards.
- Never leave water running unattended in a plugged bathtub or when leaving the residence.
- If you have an upstairs bathroom and you see water in the ceiling below, particularly in a light fixture, report the leak immediately to FPM.
- Do not operate electrical appliances while standing or sitting in water.
- Avoid using blow dryers, curling irons, radios, TVs, or other appliances while in a bathtub or over a sink filled with water.
- If you have small children, use child protector plugs.
- Do not overload extension cords with too many appliances.
- Place lamps on level surfaces and use the correct size bulb.
- Avoid running extension cords over walkways, under rugs, or any other place that could cause tripping.
- If you suspect an electrical problem, report it to FPM immediately.
- Test smoke alarm(s) regularly and replace the batteries if they no longer operate the unit.
- Notify FPM immediately if any smoke alarm is inoperable even with new batteries. Never remove smoke alarms.
- Replace outside light bulbs so you can utilize lights properly when it is dark.
- Keep a portable fire extinguisher in the kitchen and the garage; they are available in hardware supply stores.
- If you use a grill or BBQ, use common sense; never leave grills unattended.
- If you have a fireplace, be sure to store hot ashes and coals away from the residence. Do not place ashes in garbage receptacles unless certain they are cold.
- Do not store fireplace wood against the a wall of the residence.
- Always be certain the damper is open before starting a fire in the fireplace.
- Do not build "roaring" fires in the fireplace; build reasonable fires suited to the size of fireplace.

## Vacation checklist

When going on vacation, here are items to check before leaving:

- If going out of town for an extended period, please notify FPM how long you will be gone, and supply an emergency telephone number. Should any problems arise concerning your residence FPM will be able to reach you.
- Check your rent payment to ensure it will not become delinquent. It would be a sad thing to come home to a late notice and charges.
- Notify all necessary parties such as your next-door neighbors, the paper delivery person, the post office, or any related service people.
- Select someone to pick up items on your doorstep to avoid giving signals to dishonest people that you are away.

- If leaving a vehicle in the driveway, remove any valuables and garage door openers that can be stolen, giving access to your home.
- Put garbage cans away or arrange for someone to take care of it.
- Place valuables and jewelry in a safe deposit box.
- Avoid leaving a message on your answering device telling people you are out of town and for how long.
- Set timers on interior lights, to deter burglars.
- Be sure to check all windows, window locks, and doors before leaving.
- If you have an alarm, be sure to set it.
- Turn off the water valve to your washing machine.
- Turn off all appliances, large and small, such as stove burners, coffee pots, irons, curling irons, etc.
- Unplug TVs and computers in the event of lightning or power surges.
- Turn your water heater to low or “vacation” setting, but do not turn the water heater off.
- Anything else living in your house besides you, such as plants or pets? Then be sure to water plants and have someone take care of your animals. Do not leave pets in the residence unless a reliable person is going to care for them daily.

## FREQUENTLY ASKED QUESTIONS

*Why did I receive a notice when I paid the rent on the 6th of the month?*

- As outlined in this Handbook before, the rent is due on the first and late on the sixth. Our notices are generally sent out on the sixth day of the month. Occasionally a late tenant payment and our late notice will pass each other in the mail. FPM serves notices based on South Carolina landlord/tenant law requirements and our obligations to the owner of the property.

*Why may I not clean the carpet myself?*

- We require professional carpet cleaning to preserve the life of the carpet and the floor beneath it. Home or rental machines do not handle the deep cleaning necessary.

*May I install extra telephone lines?*

- You may install extra telephone lines if you pay the expense and disconnect them when you leave. However, you must notify FPM and obtain written permission to install the lines.

*May I have a satellite dish?*

- Yes, you may have a satellite dish. However, you must submit a request to FPM and sign an agreement prior to installing the dish. You also must take responsibility for removing the dish and repairing any damage. Call the FPM office for details.

*I did not have a pet when I moved in; may I have a pet now?*

- Notify the FPM office of your request for a pet. Do not move a pet into the property without permission. FPM will contact the owner and submit your request. If the owner does allow the pet, a non-refundable pet fee will be required and a pet addendum signed.

*What happens if my pet dies or runs away, may I have my pet fee back?*

- No, pet fees are non-refundable.

*What happens if I want another pet?*

- Notify the FPM office. The Property Manager will contact the owner and submit your request. If the owner allows a additional pet, an additional pet fee will be required and a pet agreement must be signed.

*My roommate wants to move, but I want to stay. What do I do now?*

- Contact the FPM office. FPM will need documentation from you to show that you can support the property by yourself. If you are approved to remain in the property without the financial support of the

departing roommate, FPM will draft an amendment that releases the departing roommate. FPM will not partially refund part of the security deposit to your roommate since it is a condition of your Lease. You and your roommate will have to settle any funds owed to each other, including any or all of the security deposit.

*How do I add or remove a roommate?*

- The prospective roommate will have to submit an application and FPM must approve the person PRIOR to them moving into the property. Have the roommate make complete application via the FPM website including payment of an application fee. If FPM denies the applicant, they cannot move into the property. If approved, you and the approved applicant must sign a FPM Roommate Change/Add form.

*Why do the owners want to see the property?*

- The owners may want to assess the maintenance of the property, the condition, and their investment. It is also their right to see the property, but they respect that it is your residence. When owners request a site visit, FPM will contact you and send you a date and time.

## WHEN IT IS TIME TO MOVE

### Giving notice to vacate

Eventually, you will move, and we want you to be prepared when this is necessary. FPM tenants are required to give a minimum 30-day written notice as of the last day of a calendar month. According to your Lease this written notice must be made using the Notice to Vacate form that may be downloaded from the FPM website on the Tenants page.

When you give notice, you will either complete the full term of the Lease or you will terminate early. If you complete the full term of the Lease, we consider your notice to vacate a non-renewal of the Lease. If you vacate prior to the full term of the Lease, we consider your notice to vacate an early termination of the Lease.

Before giving notice:

- Refer to your Lease to determine whether your termination is a non-renewal or an early termination. Check the relevant box on the form for non-renewal vs. early termination.
- **The day FPM receives the notice is the date the notice begins.**
- Notice must be in writing. Your Notice to Vacate must have your signature on it. You may send it by email as a scanned file, by fax, or by U.S. postal mail. Do not send notice by email if the email does not contain your signature.

### Non-renewal

If you complete the full term of your Lease, as part of the move-out process you must do all of the following:

1. Give a minimum 30-day notice as of the end of a calendar month.
2. Pay all rent due through the minimum 30 day notice period.
3. Move out and remove all possessions and occupants from the property by the move-out date.
4. Physically hand keys to a FPM representative on or before the move-out date.

### Early termination

If you choose early termination, in addition to the requirements of non-renewal above, you must also:

1. Forfeit the security deposit
2. Pay the rent amount due between vacancy date and lease termination or property re-rental, whichever comes first.
3. Pay the early termination fee outlined in your lease agreement.

### Setting up your move-out appointment

- Contact the FPM office to schedule a move-out appointment.

- FPM only performs move out appointments during weekdays, **9 am to 4 pm**.
- Remember to supply a forwarding address and telephone number for your security deposit refund.

## Showings to prospective tenants during the notice period

According to the Lease, FPM may show the property to prospective tenants after either FPM or the tenant has given notice to vacate. During the notice period FPM will place a yard sign in the lawn and a lock-box on the door. The property may be shown by FPM staff or by licensed South Carolina real estate agents. When either a FPM staff member or a real estate agent has a prospective tenant who wants to see the property, we will give you a courtesy call prior to showing the property. If we do not get a reply to our courtesy call message, we will show the property at the time noted in the message we left.

## Cleaning guide for tenant move-out

When you are ready to move, if you have questions on how to prepare your residence, please call the FPM office, and discuss your concerns with us. We want your move to be a pleasant and successful one.

Below is our Cleaning Guide for Tenant Move-Out. This is also available as a form on the FPM website on the Tenants page. We provide it for your convenience. Please note that FPM staff will use this same checklist in our move-out inspection of the property together with the move-in inspection form on file to calculate damages, if any, to withhold from your security deposit.

1. All rooms
  - a. Remove all nails, tacks, anchors and window covering hangers.
  - b. Clean baseboards and corners being careful to remove all dust and cobwebs.
  - c. Clean floors and vacuum carpet.
  - d. Wash off shelves in closets and remove all hangers and shelf lining.
  - e. Clean light fixture coverings, around light switches and door frames.
  - f. Clean out fireplace (if applicable).
2. Kitchen
  - a. Clean oven, oven walls and grills, broiler pan, and storage space.
  - b. Clean vent-a-hood (run through dishwasher if available).
  - c. Wipe kitchen cabinets and clean inside, outside, and on top. Remove all liners. Handle drawers in the same manner.
  - d. Clean refrigerator including crisper, walls, containers. Defrost, removing all water. Unplug and leave the door open. Clean behind, on top and underneath where possible.
  - e. Clean sink and counter top.
  - f. Clean floor.
  - g. Clean light fixture coverings.
  - h. Remove all cleaning solution residue.
3. Bathroom
  - a. Clean all light fixtures and coverings.
  - b. Clean medicine cabinet and mirrors (should be free from streaks).
  - c. Sweep, mop, and clean all vinyl and tile flooring.
  - d. Thoroughly clean toilet, sink, cabinet, and tub or shower. Remove all cleaning residues.
  - e. Clean all wall/floor/tub/shower tile grout and caulk with a mold and soap scum cleaning solution.
  - f. All soap, dishes, handles, racks, faucets, and walls should be free of dirt and stains.
4. Exterior, basements, out-buildings and yard (if you are responsible for yard maintenance in your Lease)
  - a. Cut, rake, and remove trash and leaves from yard.
  - b. Sweep off all porches and decks.
  - c. Sweep out basement, carport, garage and any outbuildings, leaving only those items which came with the property.
  - d. Place all trash, garbage and debris where garbage company instructs for pickup, or remove from property. If you leave items which the garbage company will not accept, have them hauled off at your expense.

## Physically hand keys to a FPM representative

In order to return possession of the unit to FPM, you must physically hand the keys, access cards and remotes to a FPM representative. You may do this at the move-out inspection.

## Your security deposit refund

When you follow the move-out procedures and leave the property in good condition, it simplifies the task of refunding your security deposit. FPM remits security deposits refunds within 30 days in accordance with South Carolina landlord/tenant Act. Remember, FPM wants your move out to be a pleasant and successful process.

## Security deposit refunds in South Carolina landlord-tenant Act

FPM complies with South Carolina landlord-tenant Act in determining whether to withhold or refund tenant security deposits. Below is a summary of requirements for refunding security deposits under South Carolina law.

- The Security Deposit shall be returned to Tenant by Landlord within 30 days after the termination of the Lease or the surrender of Premises by Tenant, whichever occurs last (hereinafter "Due Date").
- Landlord shall have the right to deduct from the Security Deposit: (1) the cost of repairing any damage to Premises or Property caused by the negligence, carelessness, accident, or abuse of Tenant, Tenant's household or their invitees, licensees, and guests; (2) unpaid rent, utility charges or pet fees; (3) cleaning costs if Premises is left unclean; (4) the cost to remove and dispose of any personal property; and/or (5) late fees and any other unpaid fees and charges.
- **Security Deposit Disbursement:** Landlord shall provide Tenant with a statement Security Deposit Disbursement Statement listing the exact reasons for the retention of the Security Deposit or for any deductions there from. If the reason for the retention is based upon damage to Premises, such damages shall be specifically listed in the Security Deposit Disbursement. The Security Deposit Disbursement shall be prepared within thirty business days after the termination of occupancy. If Tenant terminates occupancy without notifying the Landlord, Landlord may make a final inspection within a reasonable time after discovering the termination of occupancy. If Tenant disagrees with the Security Deposit Disbursement, Tenant shall specify in writing, the items on the Move-Out Statement with which Tenant disagrees within 3 (three) business days of receipt. For all purposes herein, a business day shall not include Saturday, Sunday or federal and state holidays.
- Landlord shall deliver the Security Deposit Disbursement, along with balance, if any, of the Security Deposit, before the Due Date. The Security Deposit Disbursement shall either be delivered personally to Tenant or mailed to the last known address of Tenant via first class mail. If the letter containing the payment is returned to Landlord undelivered and if Landlord is unable to locate Tenant after a reasonable effort, the payment shall become the property of Landlord 90 days after the date the payment was mailed.

## FPM ADDITIONAL TENANT FORMS

We have created the following forms that could be useful to you in the future. All tenant forms may be downloaded from the FPM website on the Tenants page.

- Move-in checklist/utility numbers
- Move-in inspection form
- Cleaning guide for tenant move-out
- Maintenance request form
- Tenant information change form
- Cable/satellite/TV request
- Notice to vacate
- Roommate change

## CONCLUSION

We hope that you have found the *FPM Tenant Handbook* useful and informative. It is our goal to prepare you for a successful tenancy and a pleasant move out when this occurs. If you have any questions on the enclosed information, Please contact the FPM office.

Have a successful residency!

# SIGNATURE PAGE

I (We), \_\_\_\_\_ (print name(s)) understand and agree to comply with the policies and procedures outlined in this Tenant Manual.

Date: \_\_\_\_\_

Tenant Signature: \_\_\_\_\_

Co-Tenant Signature: \_\_\_\_\_

Witness to Tenant: \_\_\_\_\_